

FIG. 1a

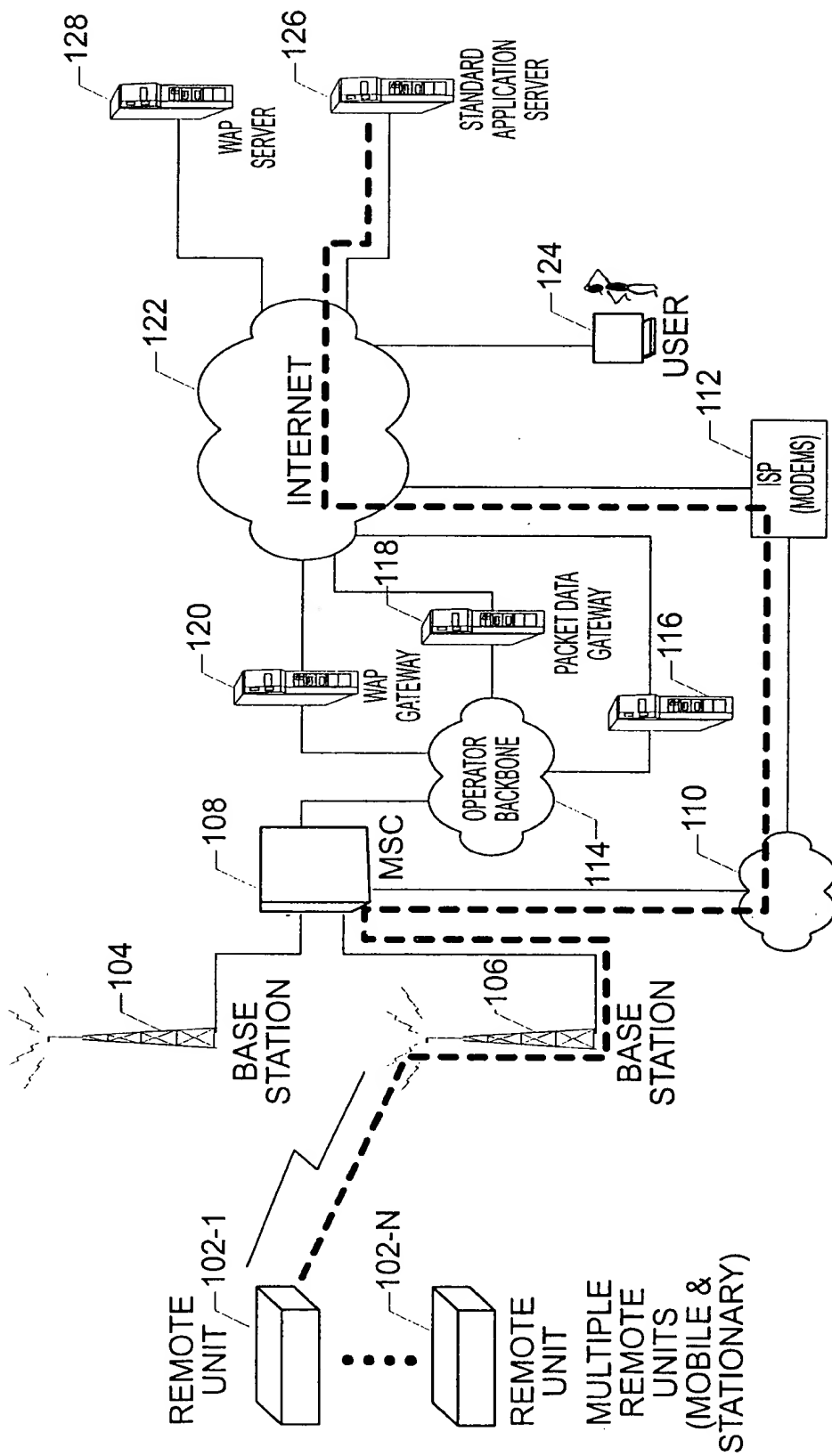


FIG. 1b

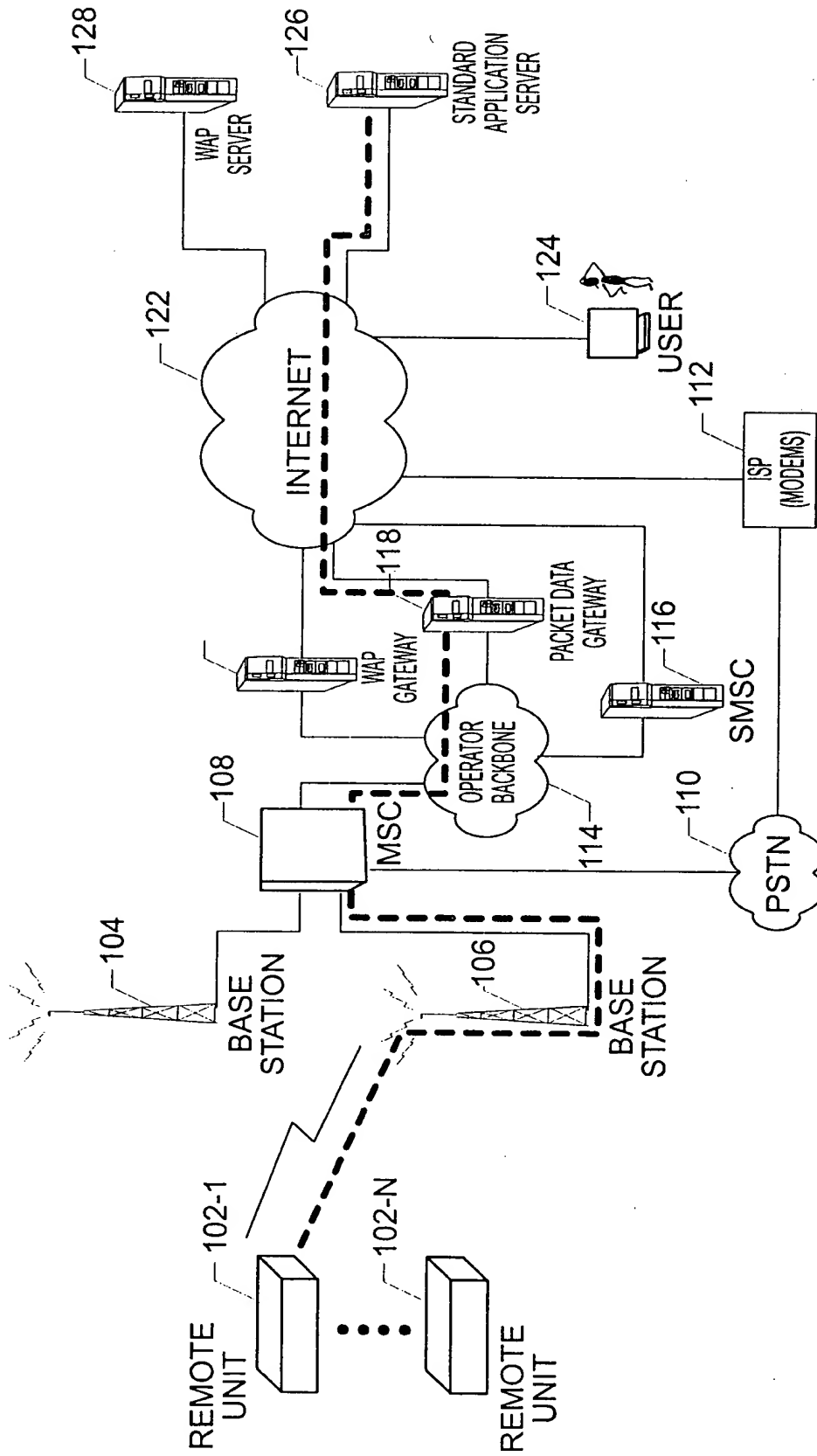


FIG. 1c

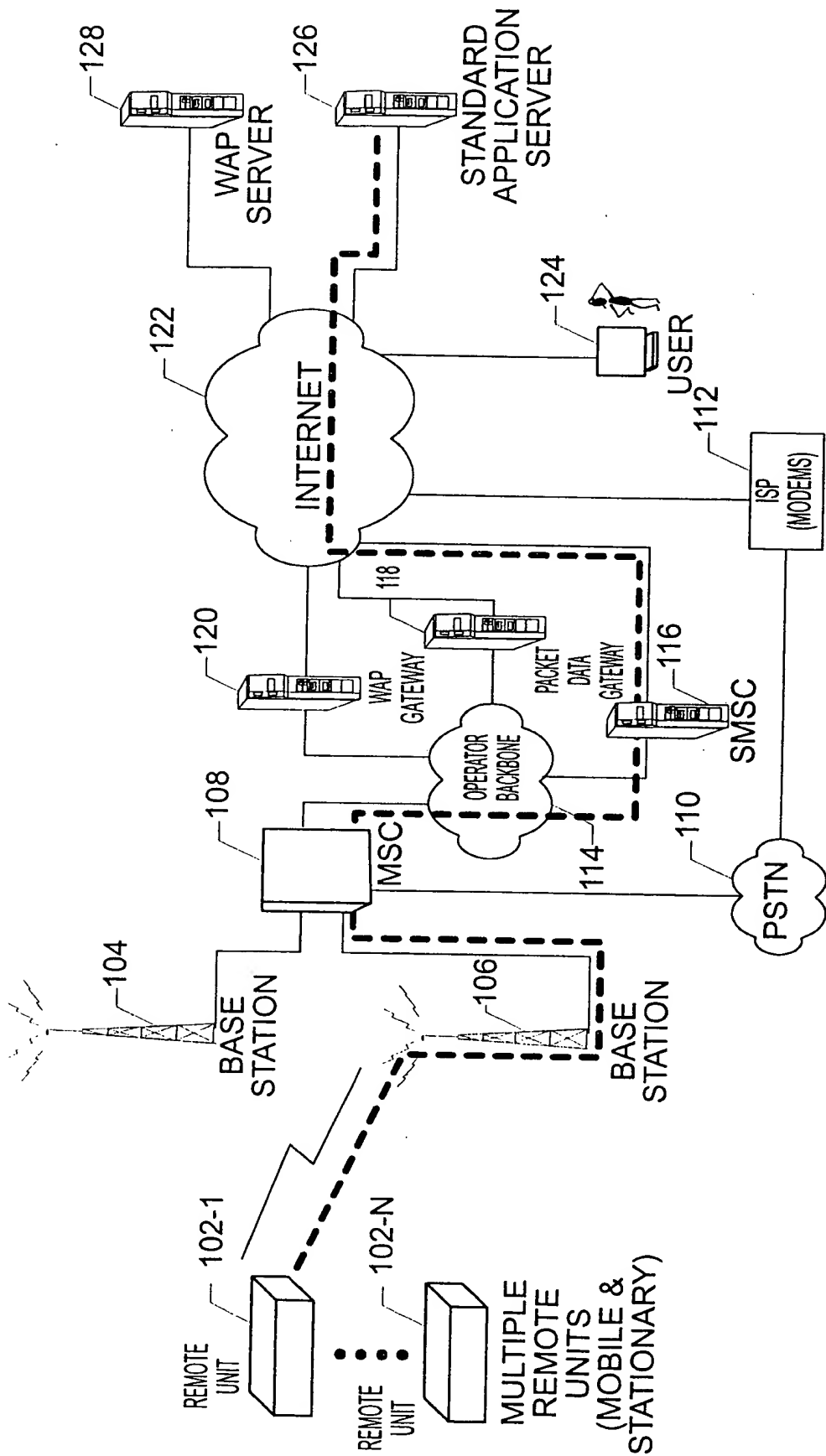


FIG. 1d

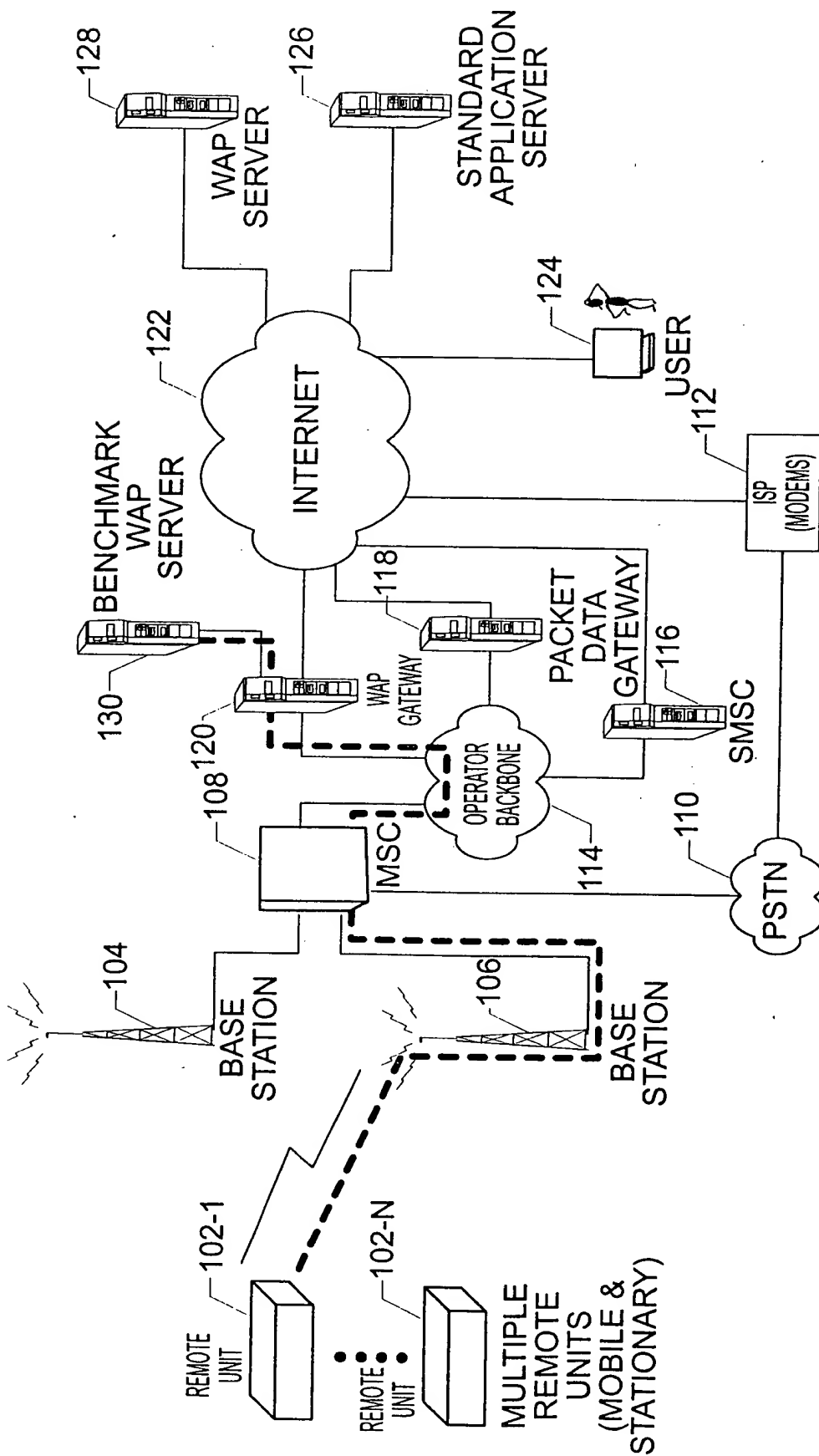


FIG. 1f

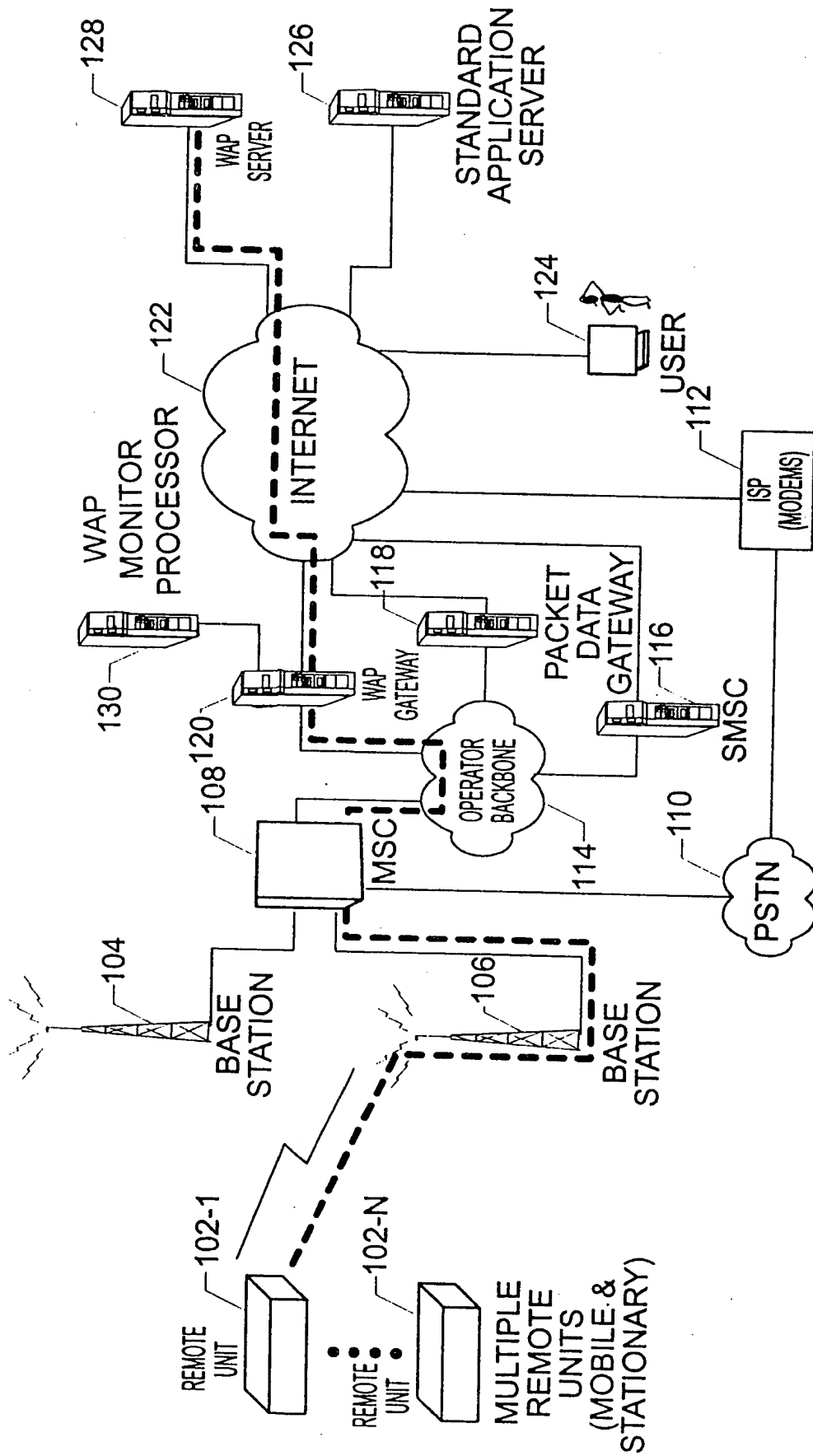


FIG. 19

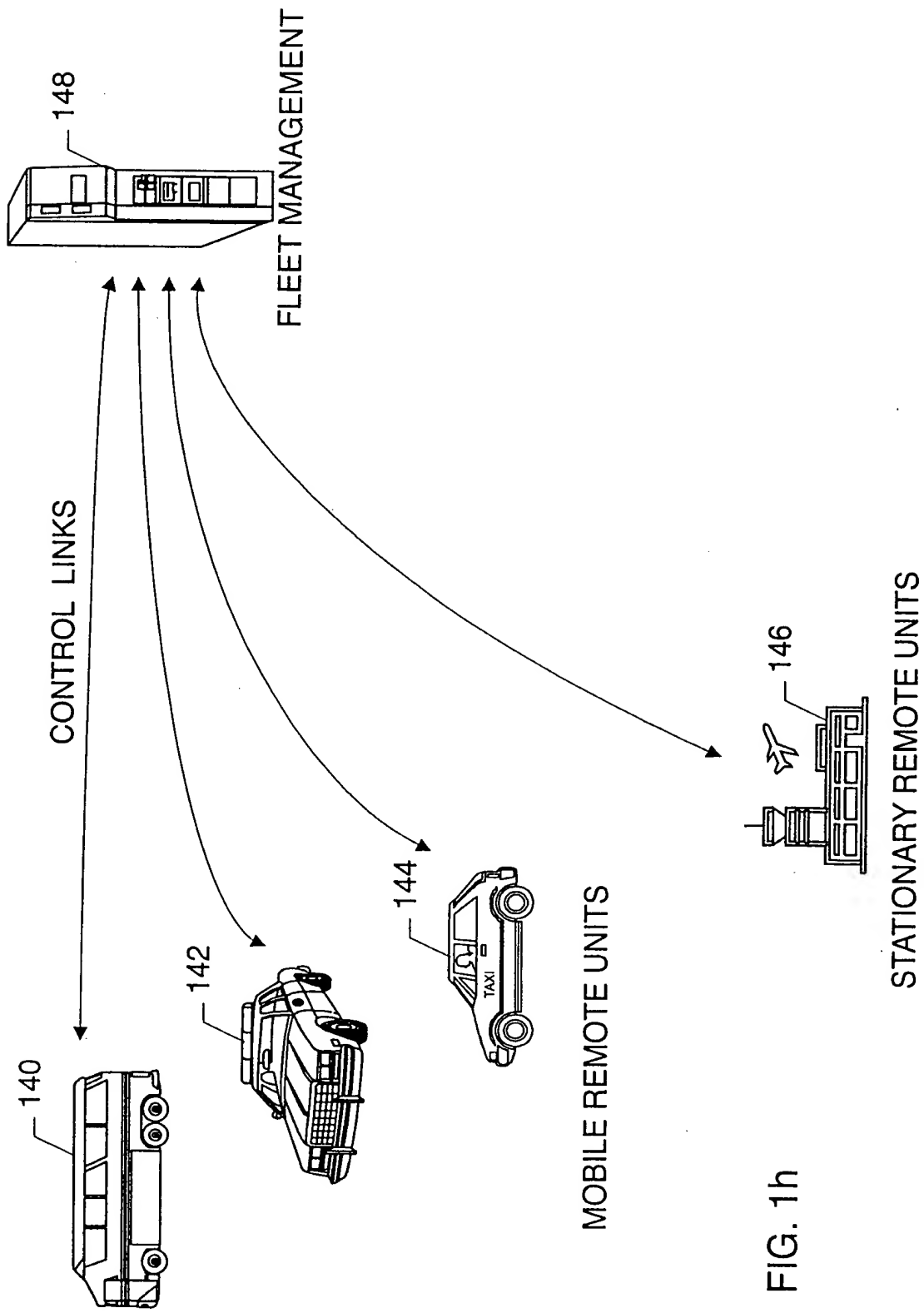


FIG. 1h

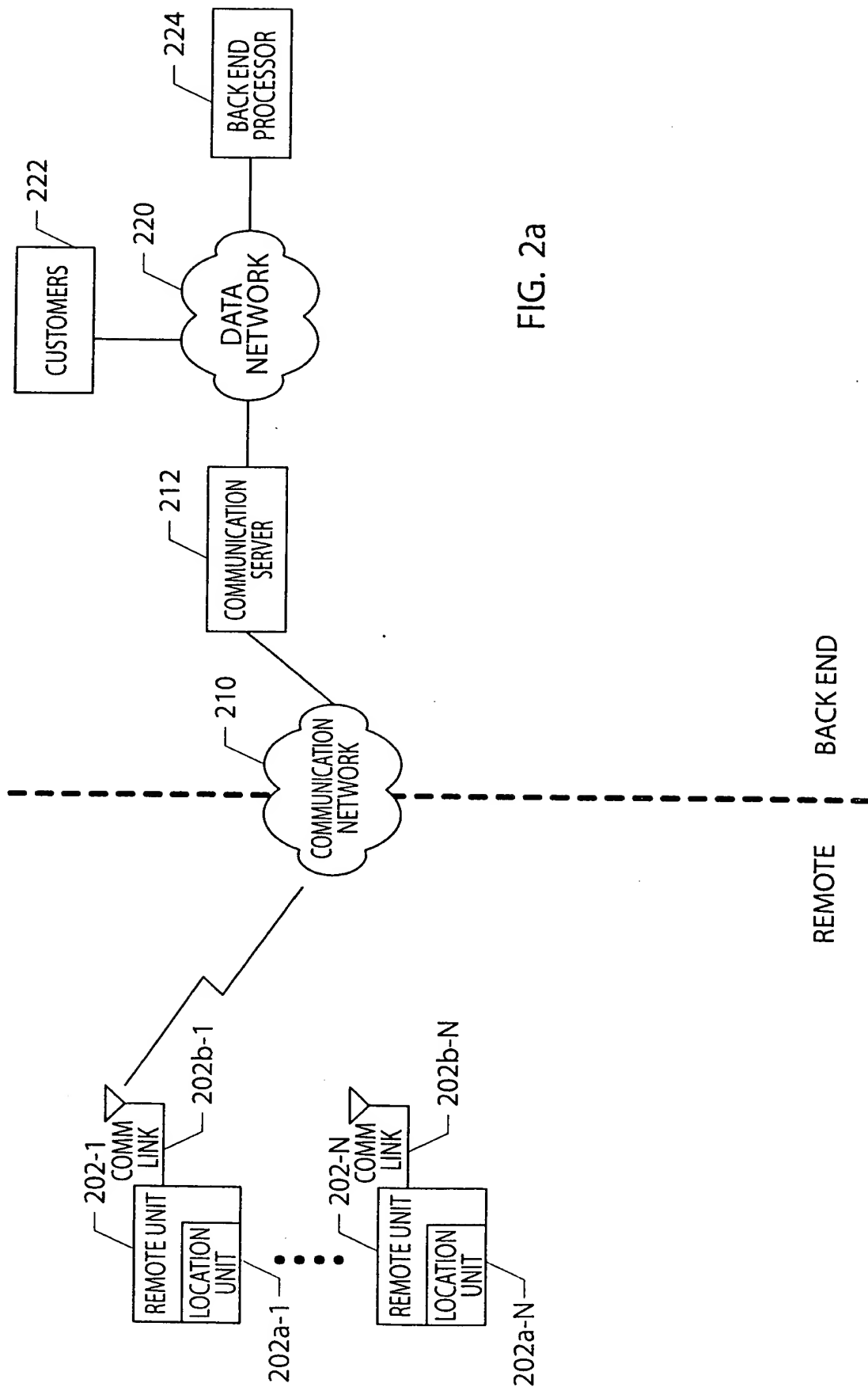
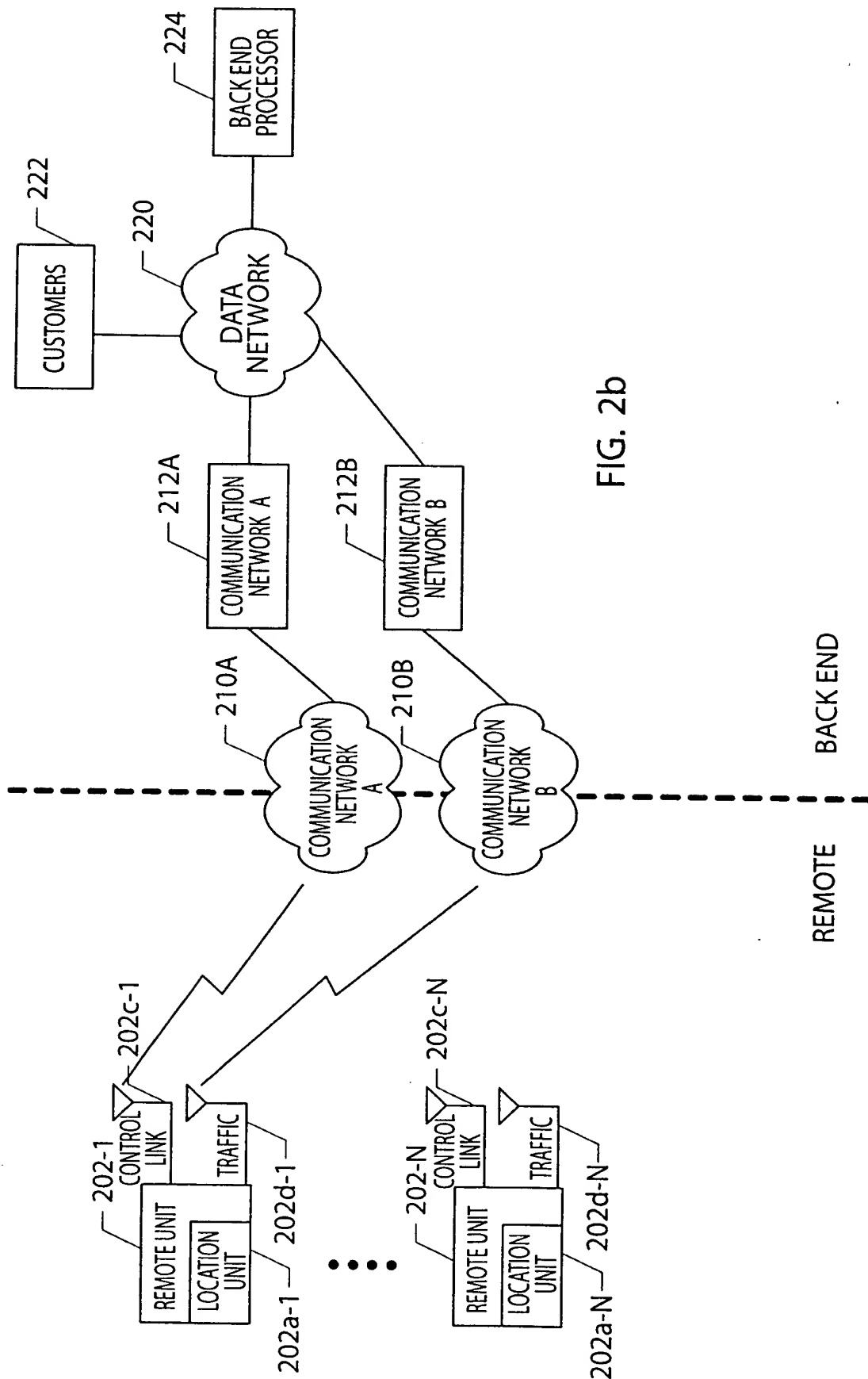
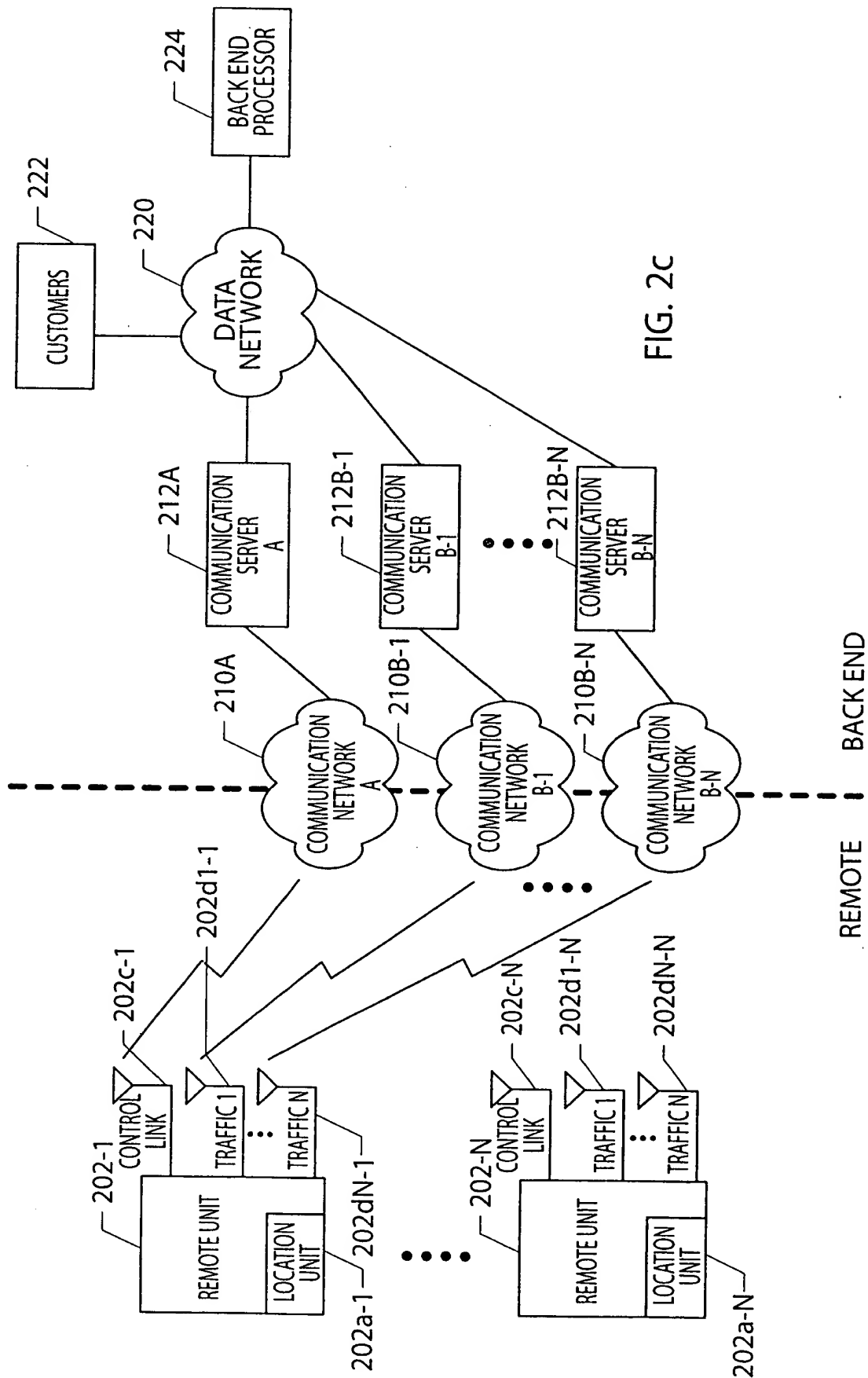
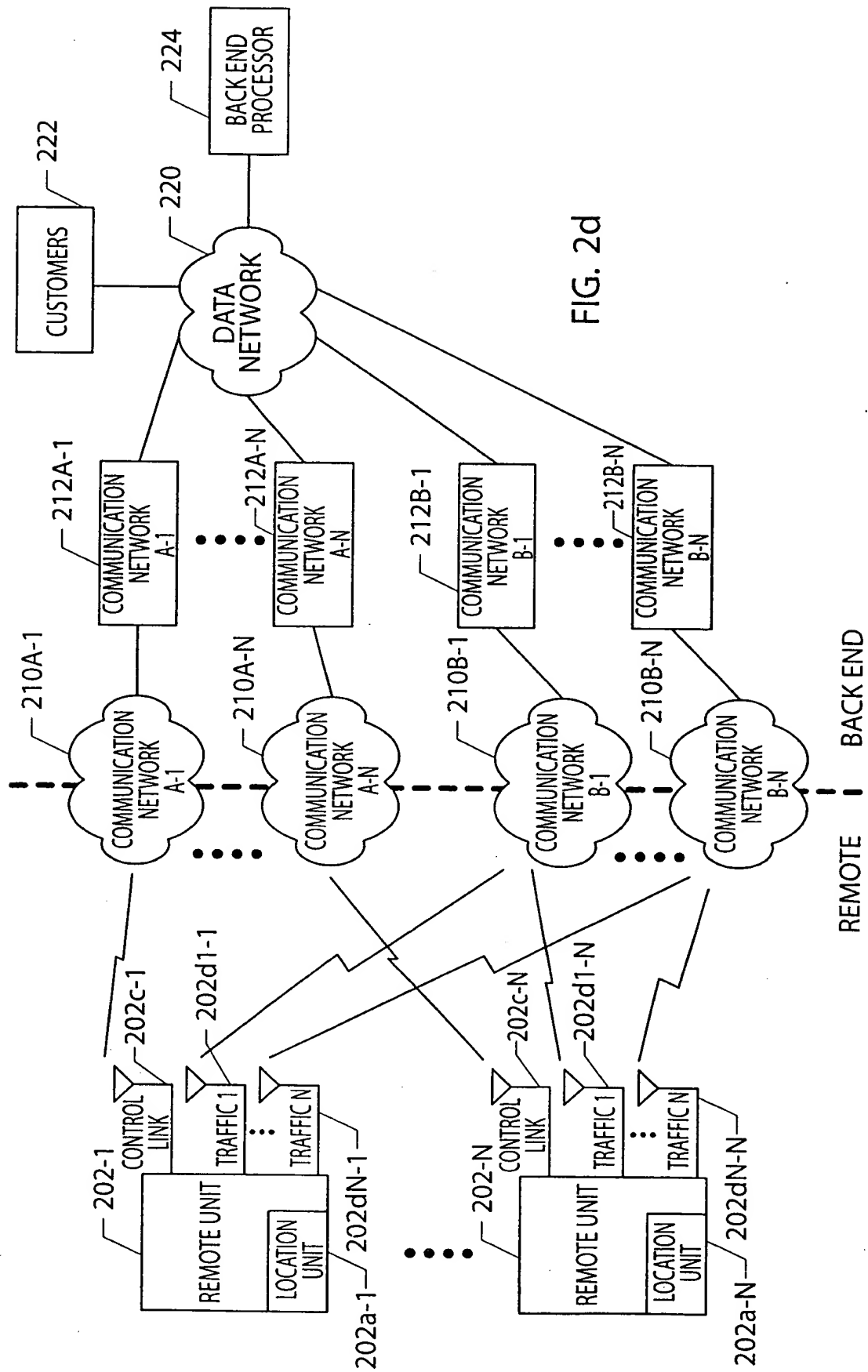


FIG. 2a







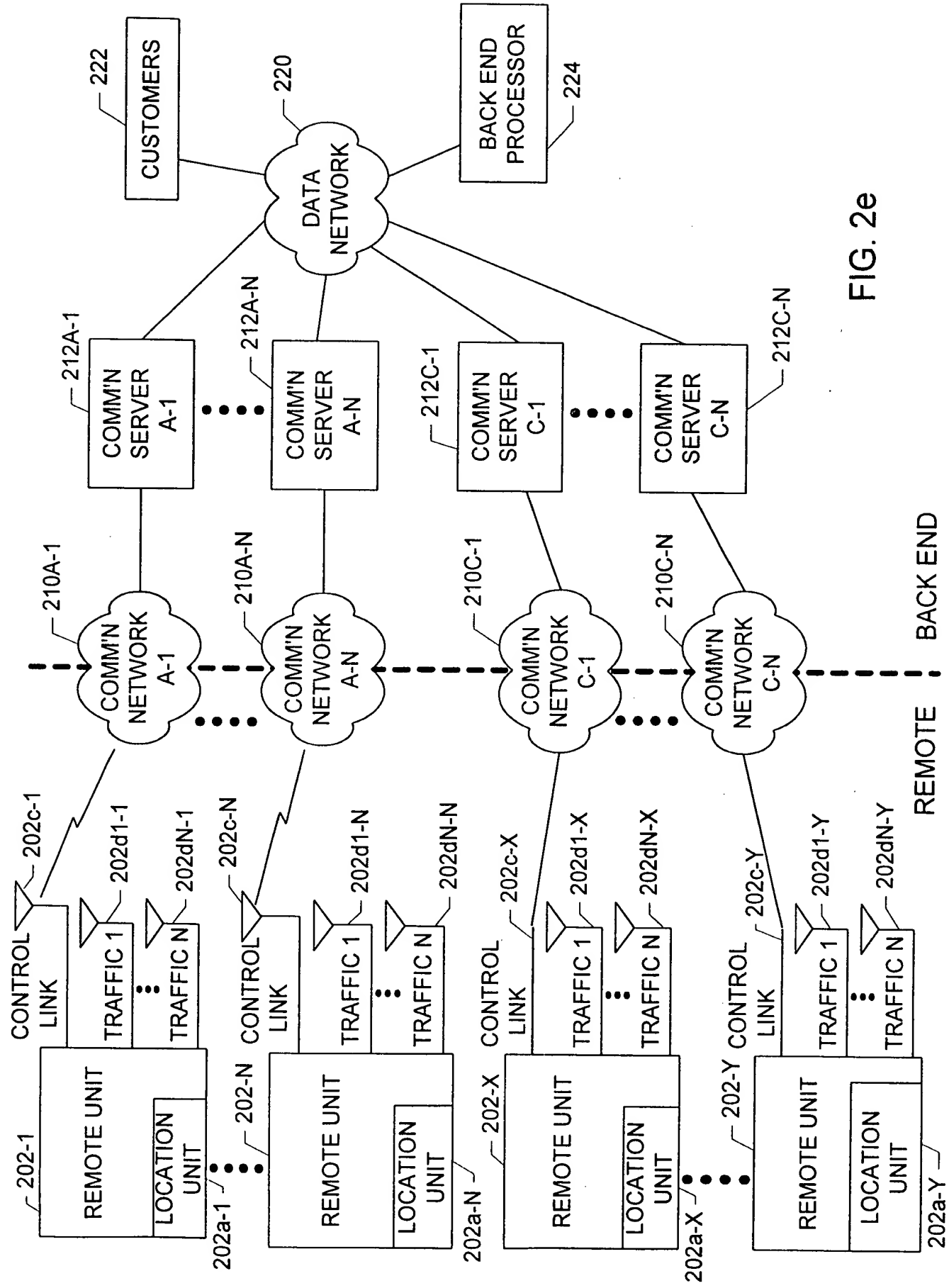


FIG. 2e

FIG. 2e

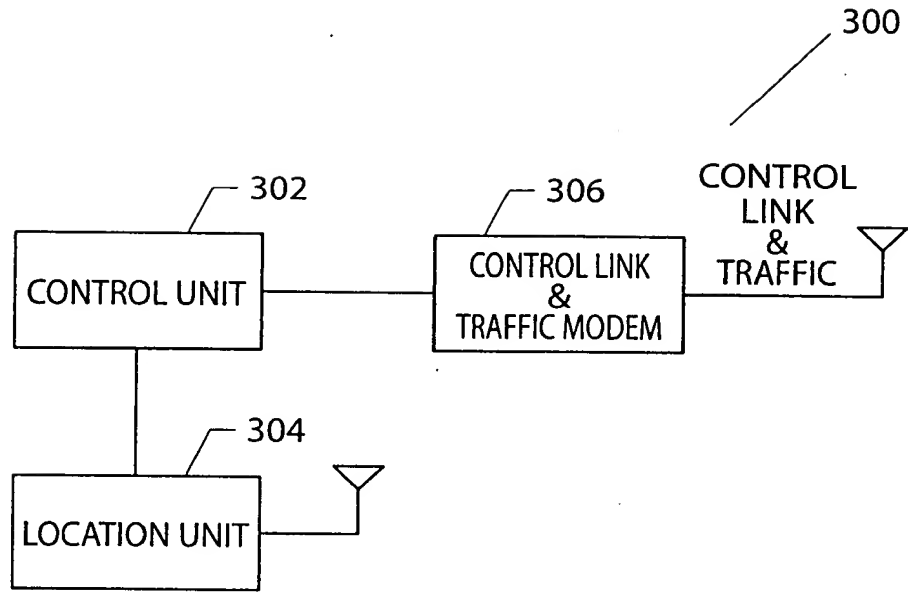


FIG. 3a

0909955-070601

FIG. 3c

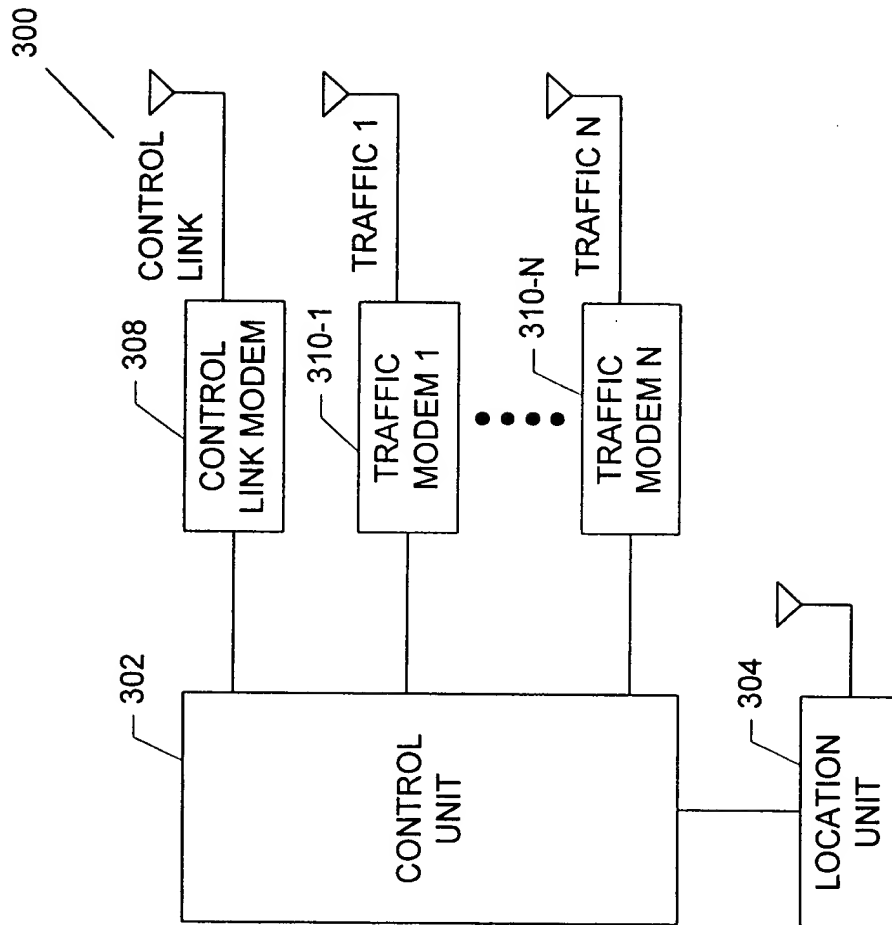


FIG. 3c

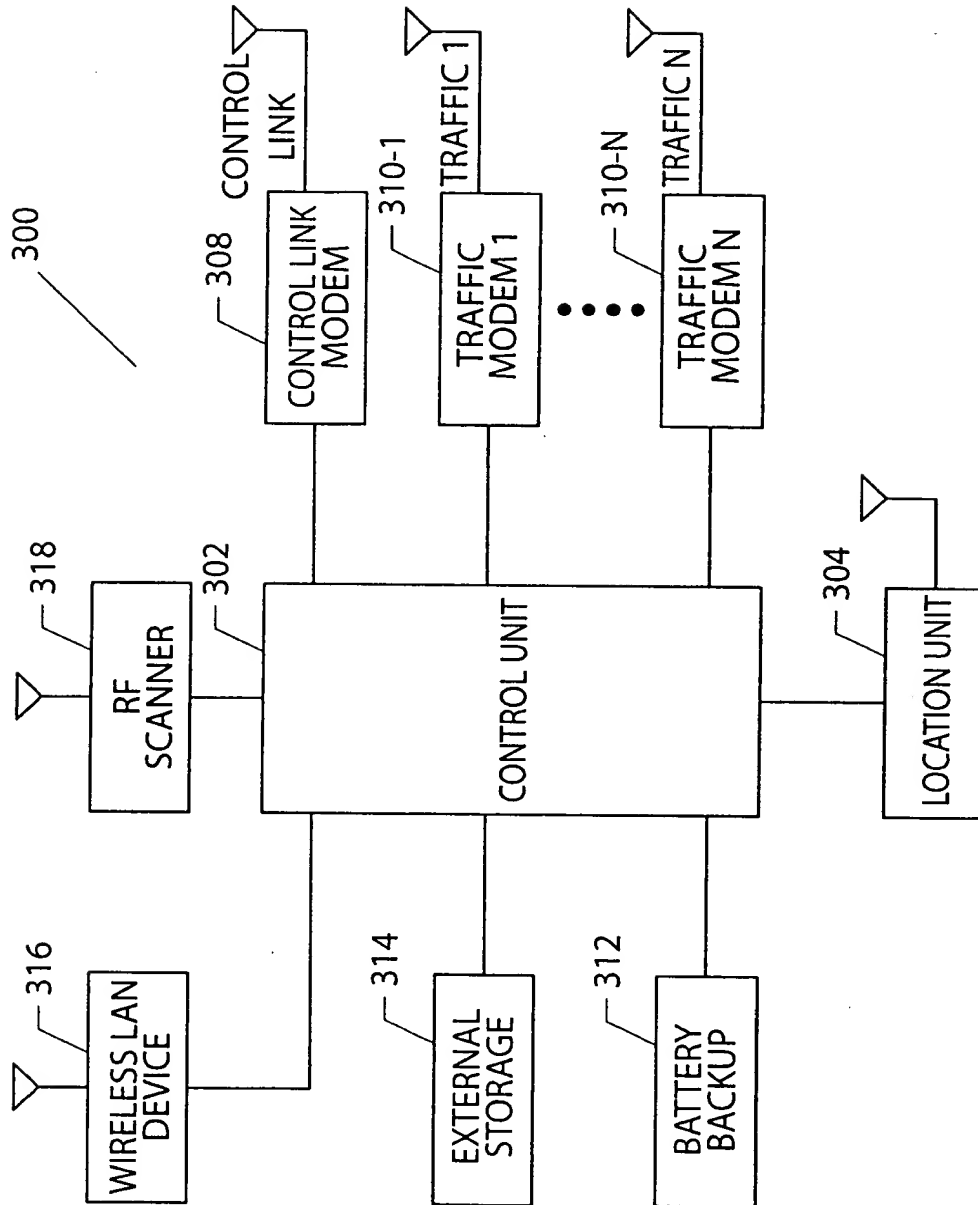


FIG. 3d

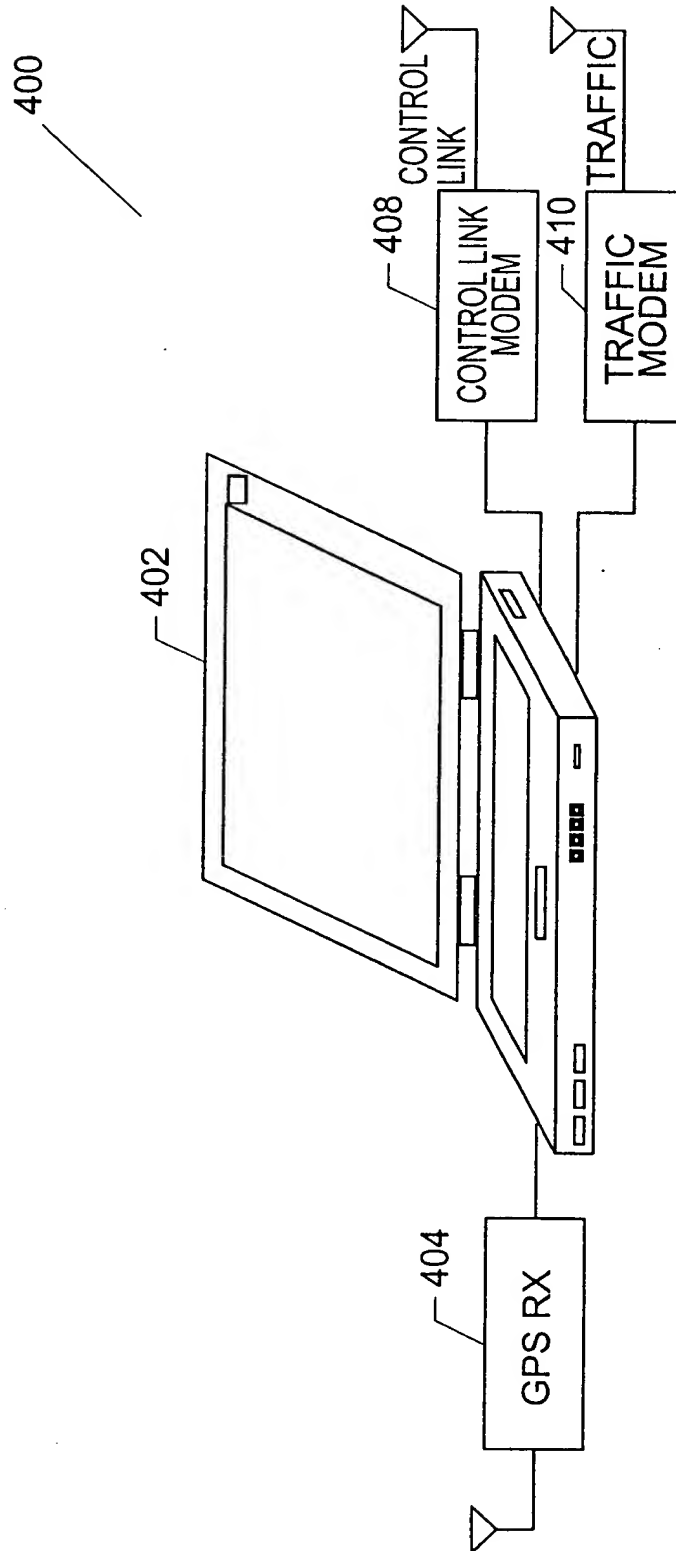
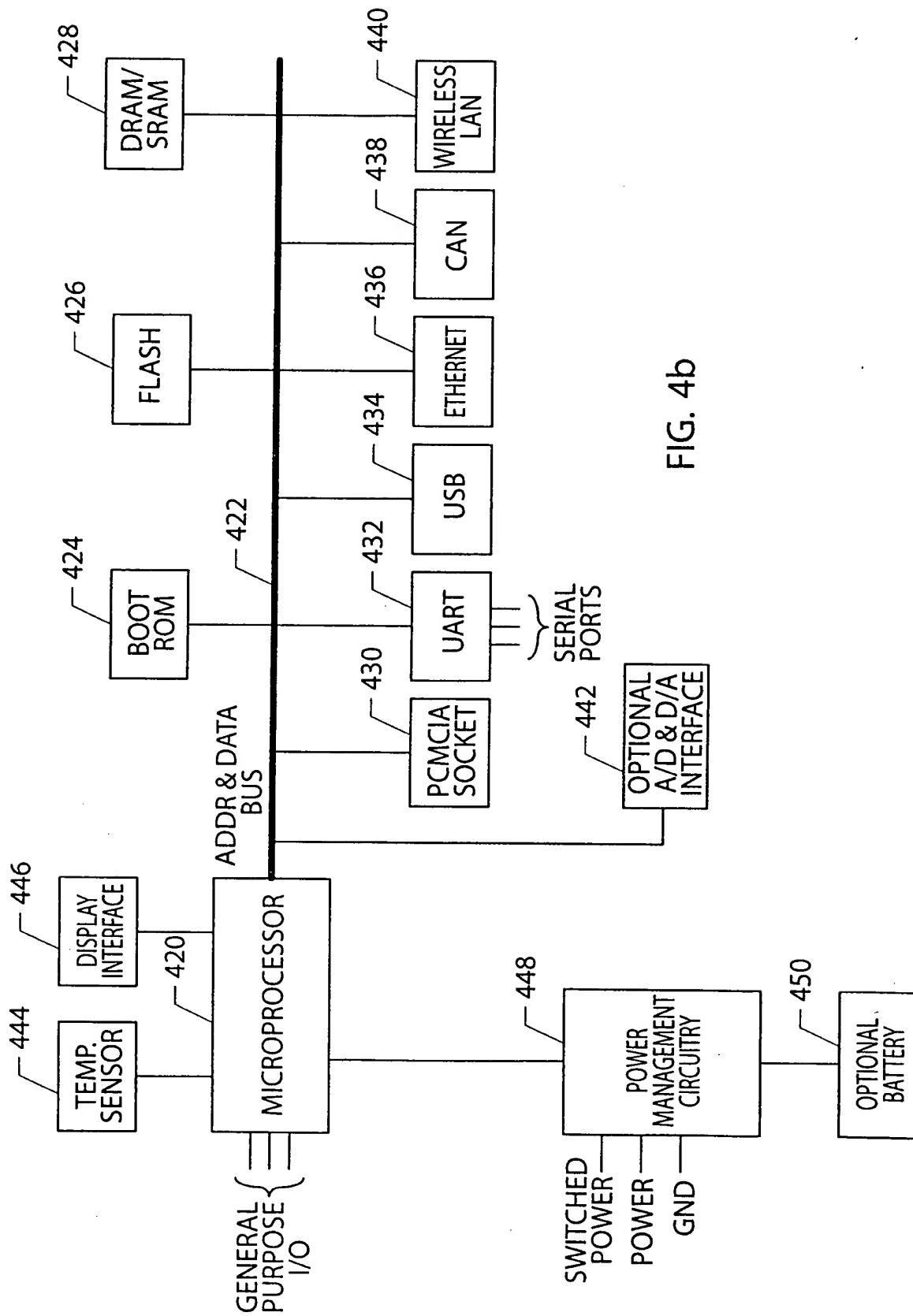


FIG. 4a



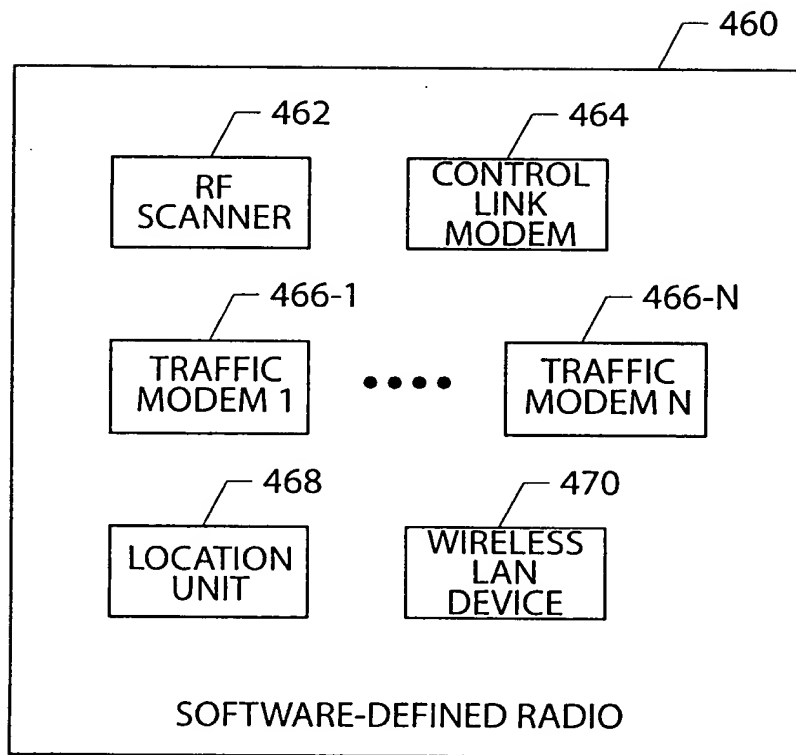
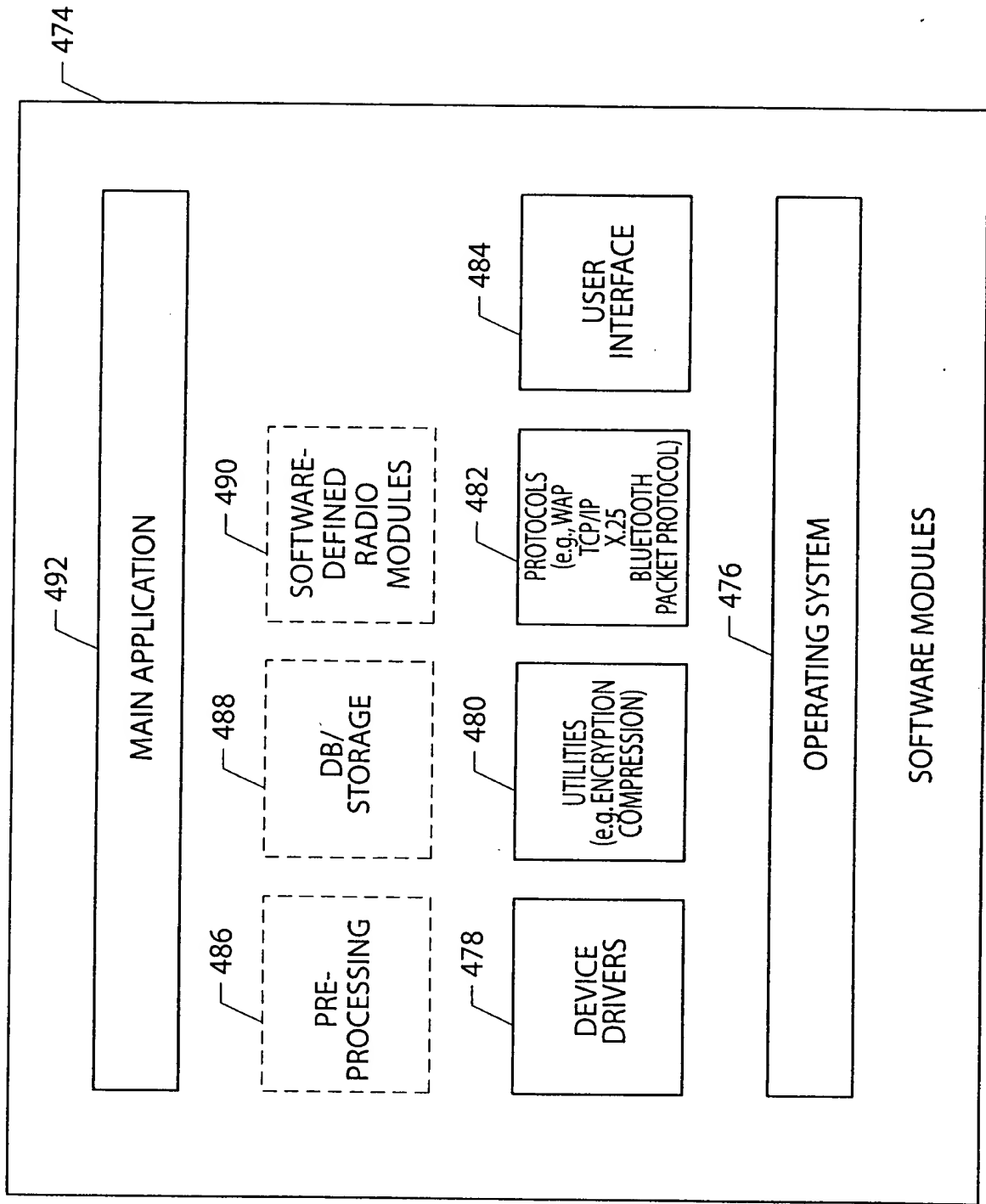


FIG. 4c



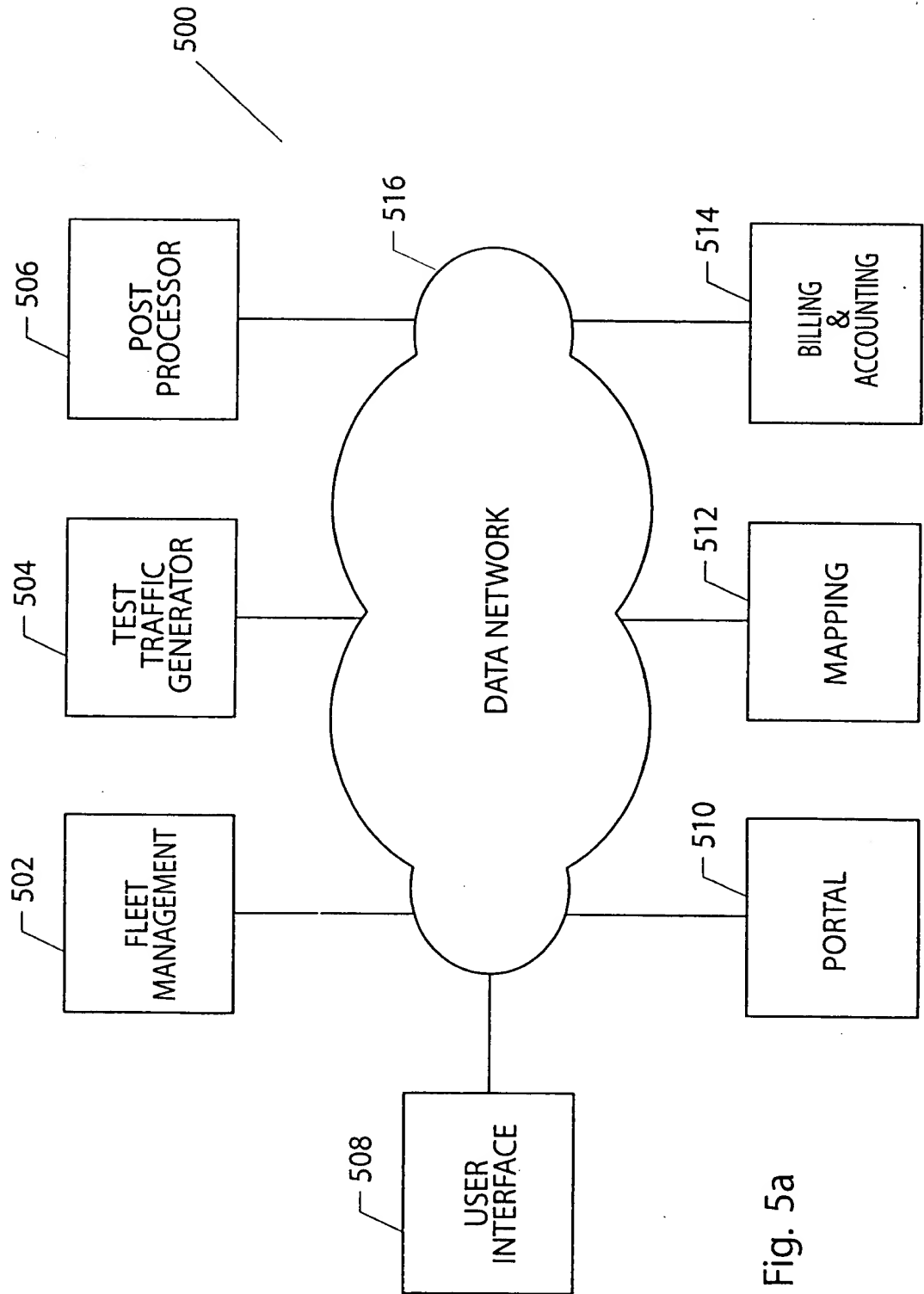


Fig. 5a

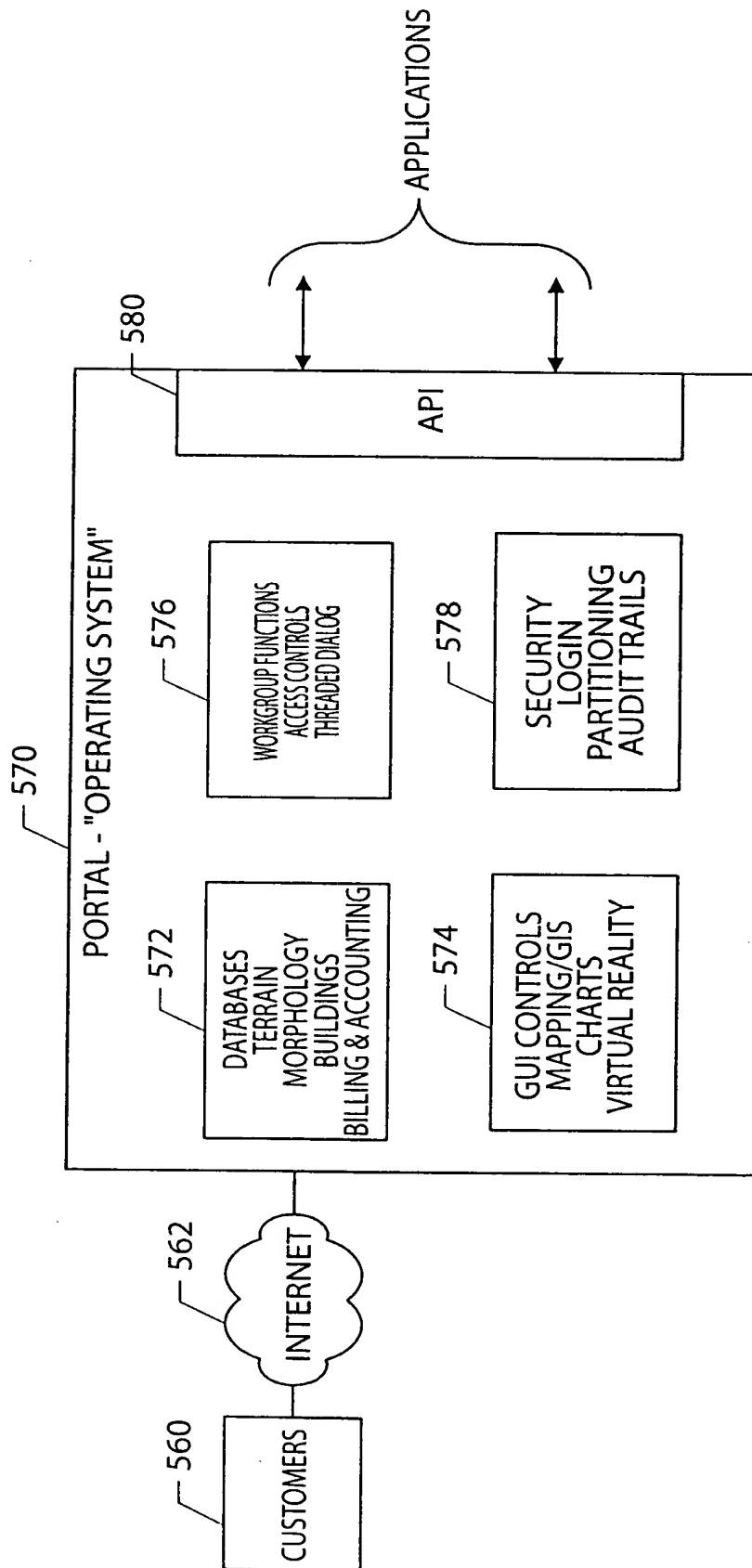


FIG. 5c

REMOTE UNIT ORIGINATED PACKET 610

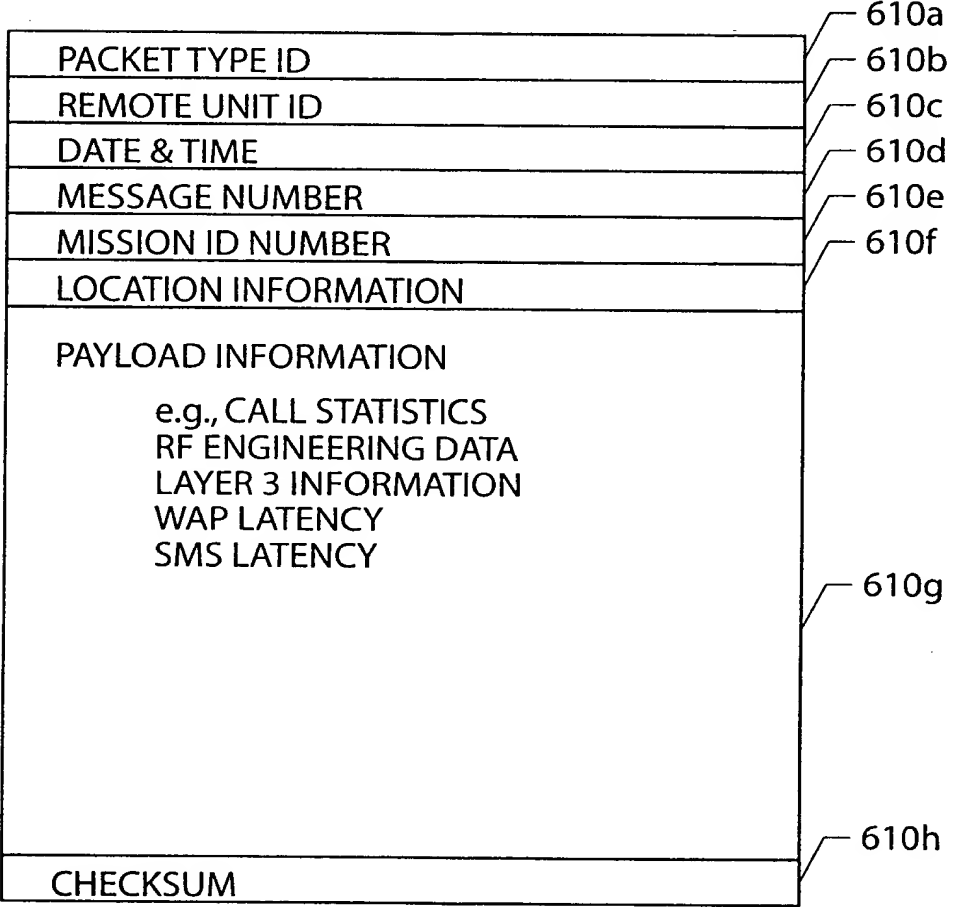


FIG. 6a

0989955-070601

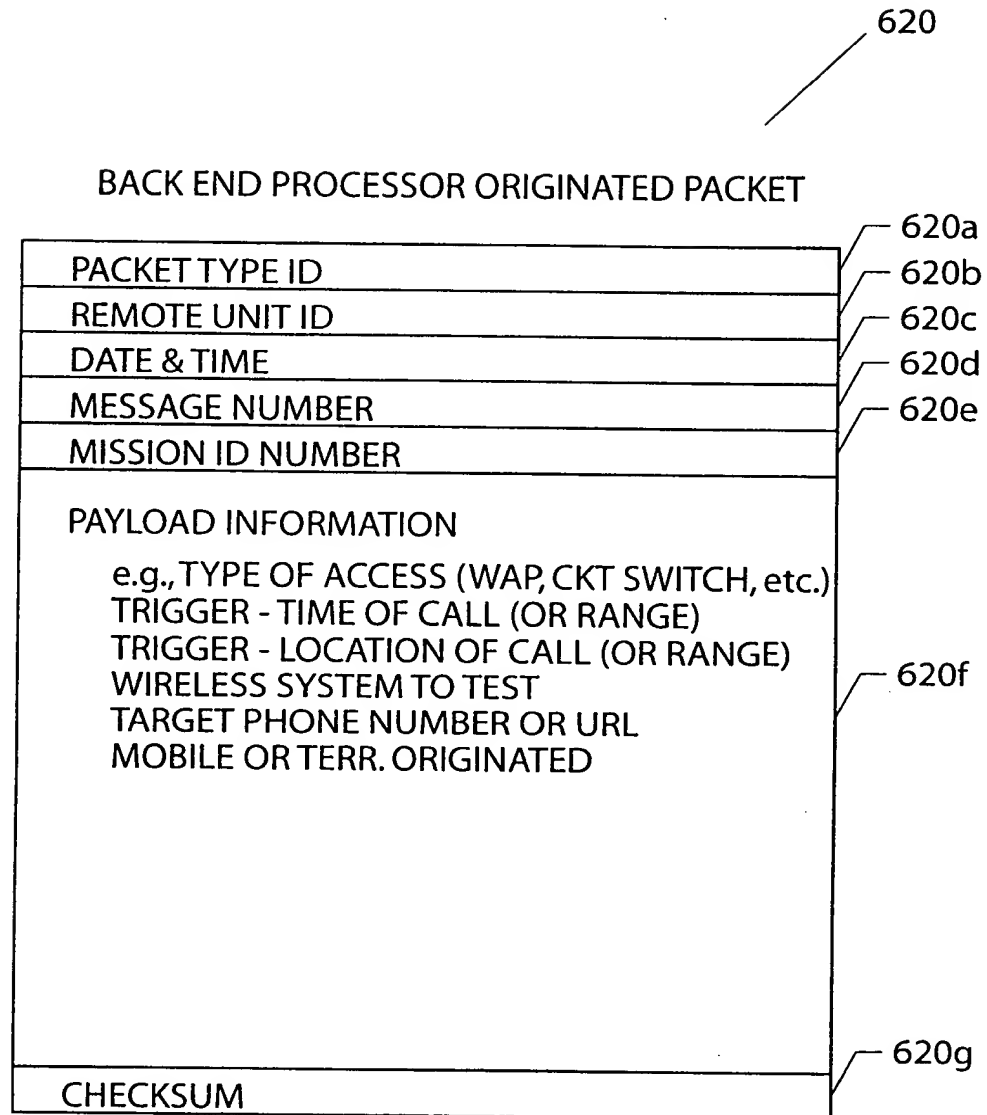


FIG. 6b

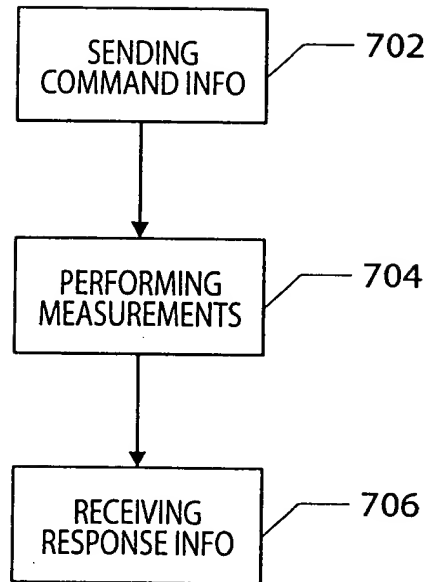


FIG. 7a

0989955.070601

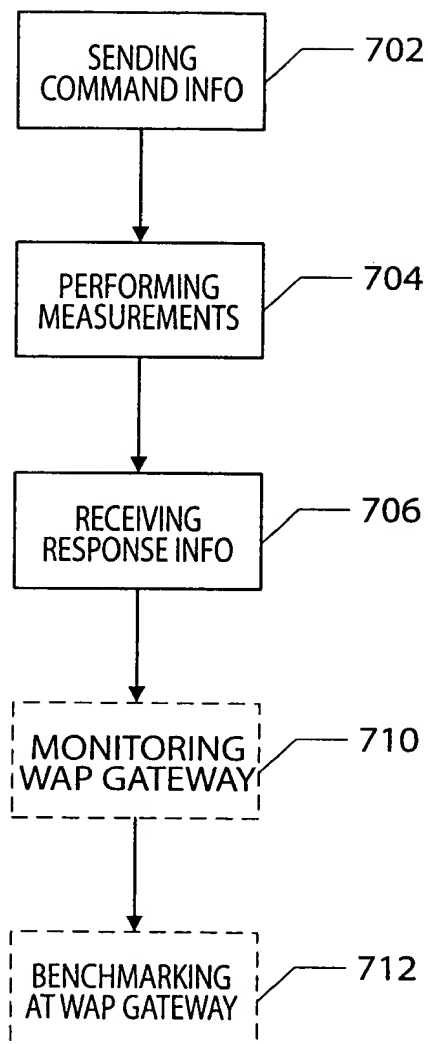


FIG. 7b

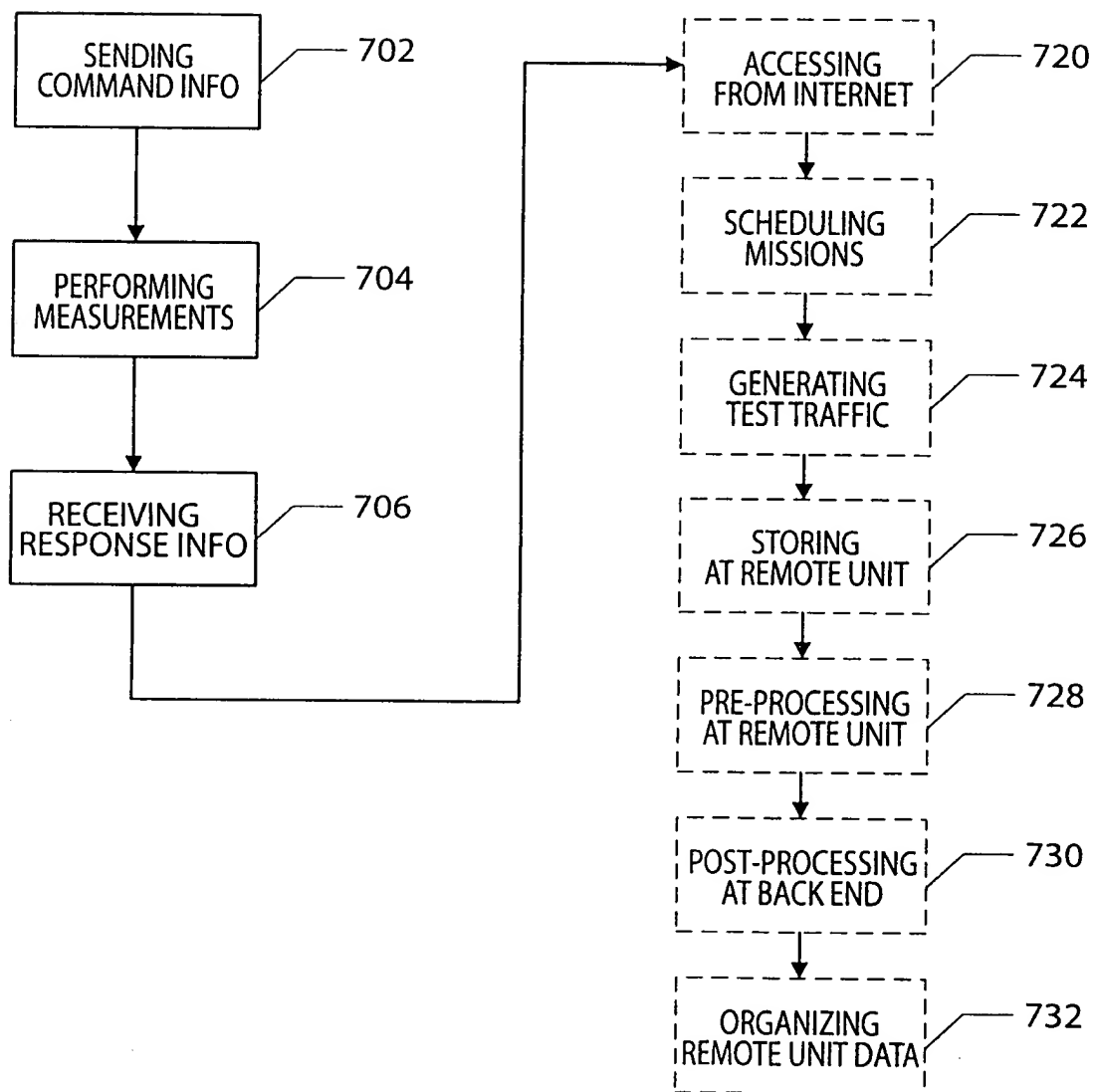


FIG. 7c

810

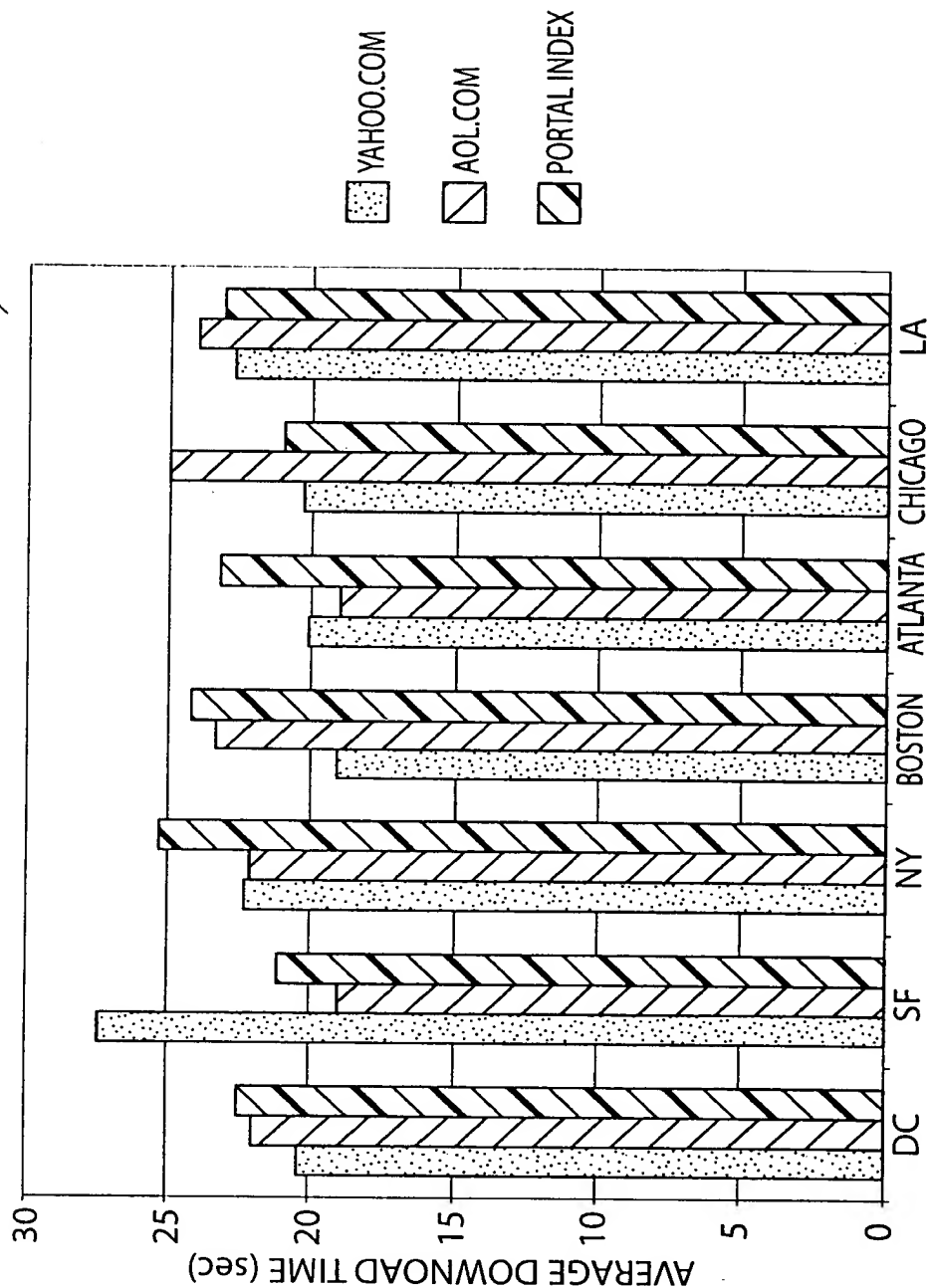


FIG. 8a

SERVICE: COMPARE PORTALS
REPORT: DOWNLOAD TIME
BY: CITY
BY: ALL CARRIERS
FREQUENCY: 15 MINUTES
TIME: 6 AM - 12 PM
PERIOD: 03/01/00 - 03/07/00
BENCHMARK: PORTAL INDEX
AOL.COM

820

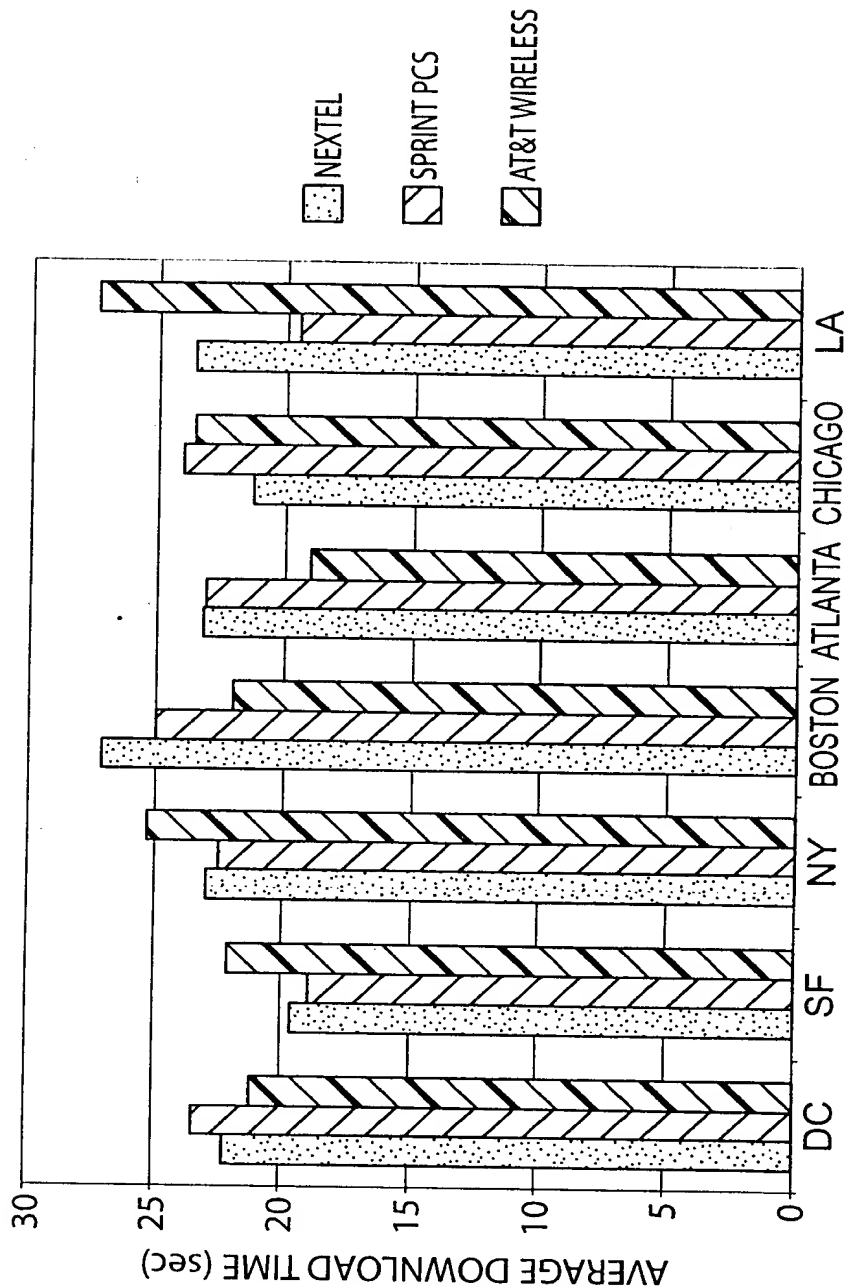


FIG. 8b

URL: YAHOO.COM
 SERVICE: COMPARE WIRELESS OPERATORS
 REPORT: DOWNLOAD TIME
 BY: CITY
 BY: CARRIER
 FREQUENCY: 30 MINUTES
 TIME: 6 AM - 9 PM
 PERIOD: 03/01/00 - 03/07/00

830

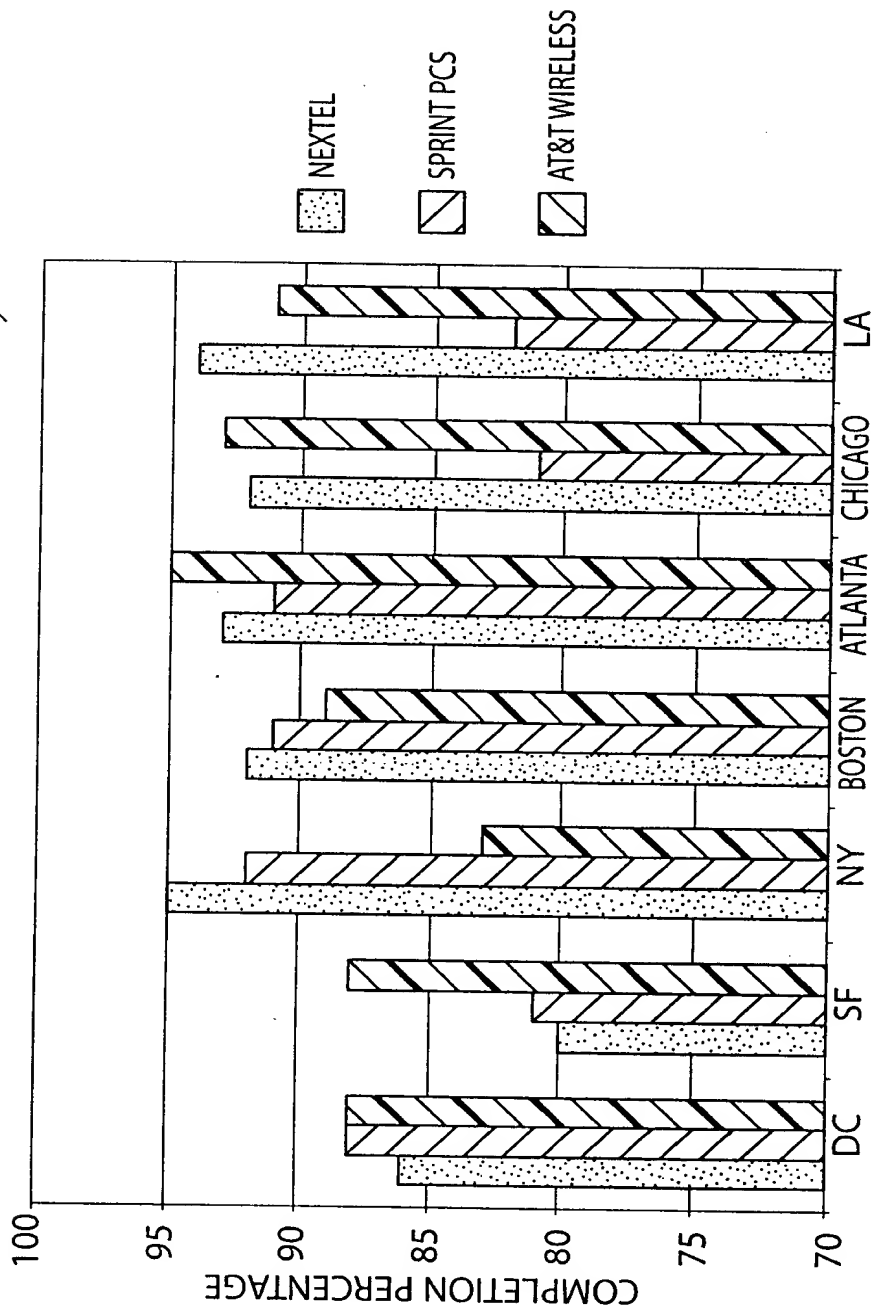


FIG. 8c

URL: YAHOO.COM
 SERVICE: COMPARE WIRELESS OPERATORS
 REPORT: COMPLETION PERCENT
 BY: CITY
 BY: CARRIER
 FREQUENCY: 30 MINUTES
 TIME: 6 AM - 9 PM
 PERIOD: 03/01/00 - 03/07/00

1090/0" 55666860

URL: YAHOO.COM
SERVICE: TREND WIRELESS
OPERATORS
REPORT: COMPLETION PERCENT
BY: CITY
BY: CARRIER
FREQUENCY: 15 MINUTES
TIME: 6 AM - 9 PM
PERIOD: 03/01/00 - 03/07/00

840

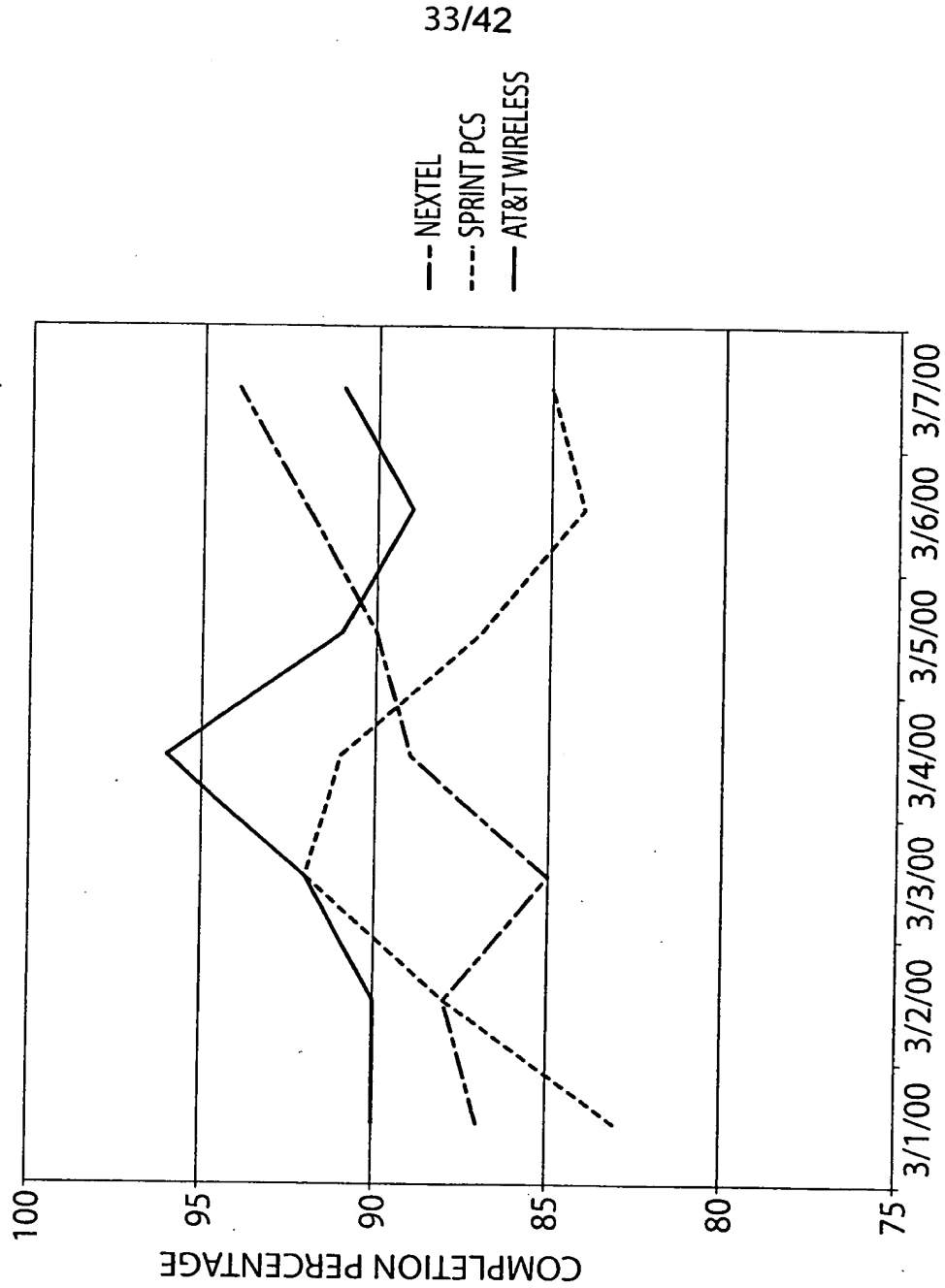


FIG. 8d

850

URL: YAHOO.COM
SERVICE: GATEWAY BREAKDOWN
REPORT: DOWNLOAD TIME
COMPONENTS 1
BY: CITY
CARRIER: NEXTEL
FREQUENCY: 60 MINUTES
TIME: 12 PM - 12 PM
PERIOD: 03/01/00 - 03/07/00

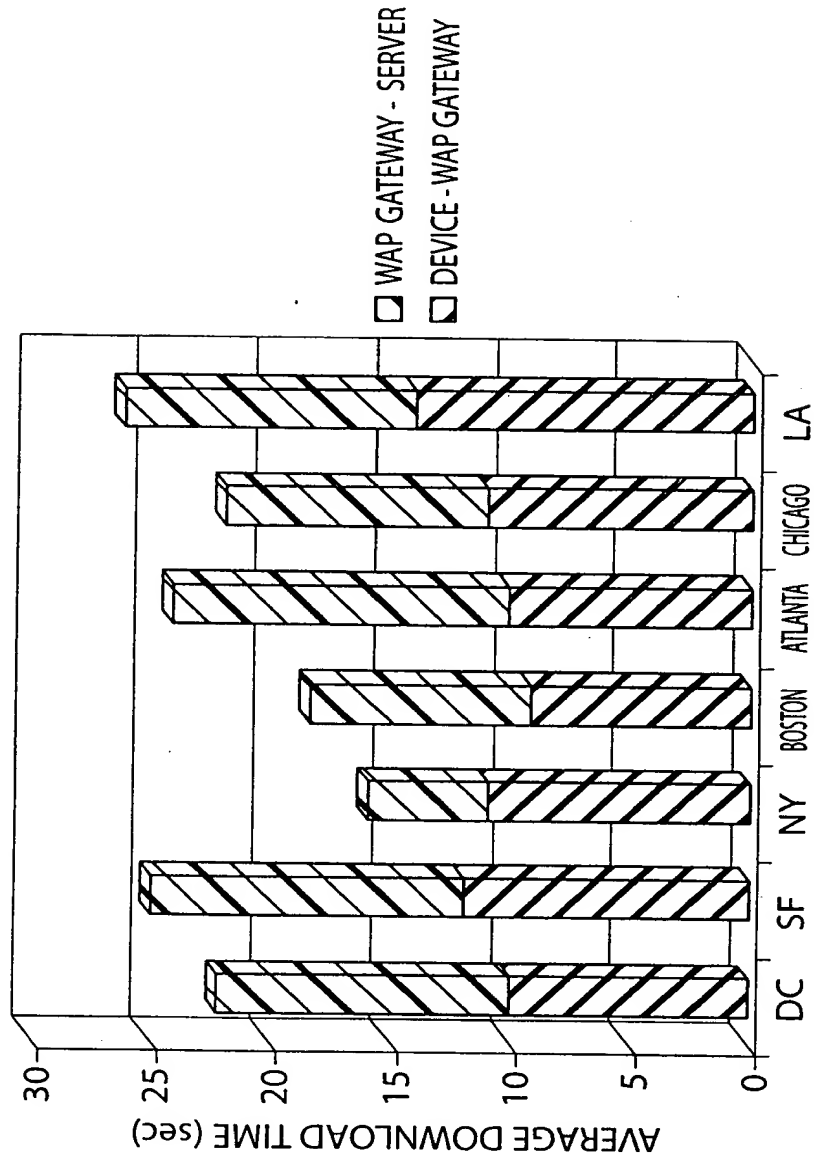
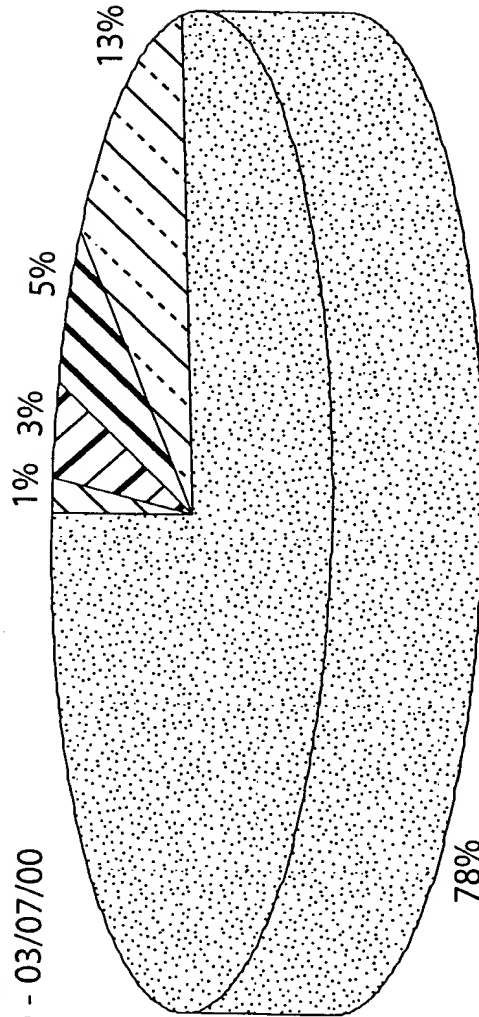


FIG. 8e

URL: YAHOO.COM
SERVICE: ERROR STATS
REPORT: ERROR REPORT
BY: ALL CITIES
CARRIER: ALL CARRIERS
FREQUENCY: 60 MINUTES
TIME: 12 PM - 12 PM
PERIOD: 03/01/00 - 03/07/00

860



- DNS LOOKUP FAILURE
- CONNECTION TIMEOUT
- PAGE TIMEOUT
- CONTENT ERRORS
- SUCCESSES

FIG. 8f

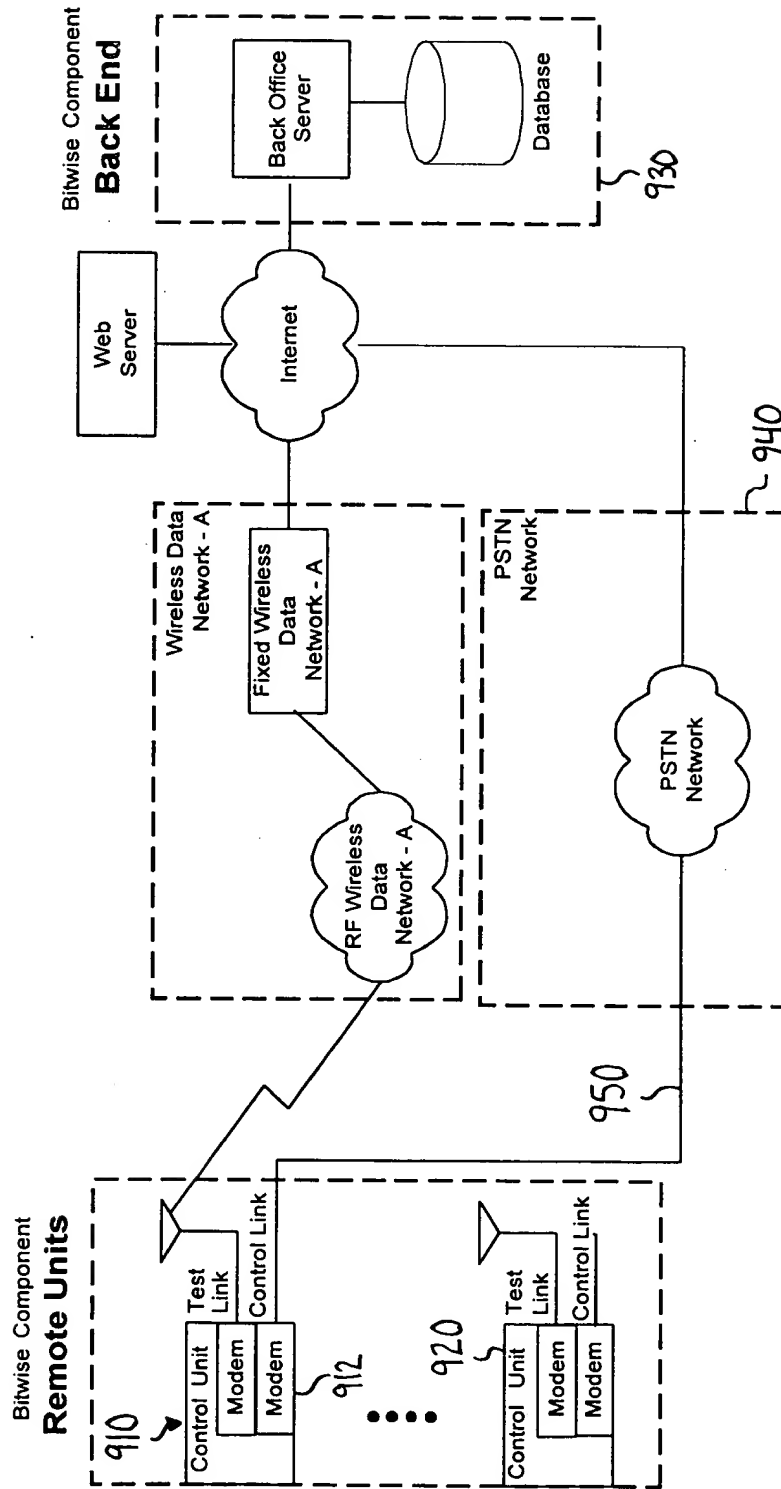


FIG. 9

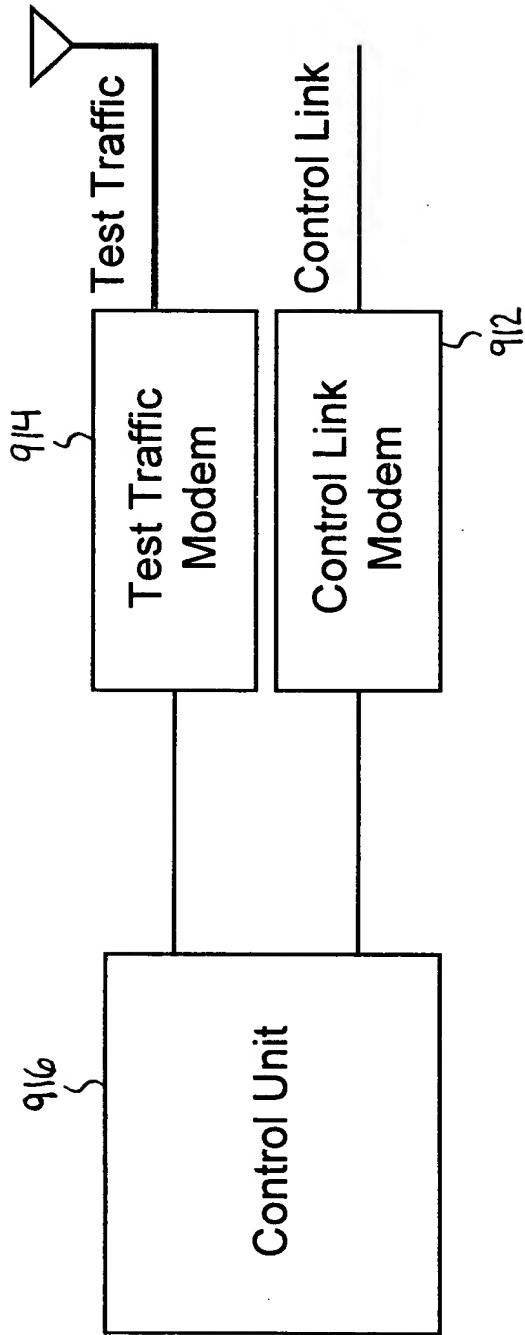


FIG. 10

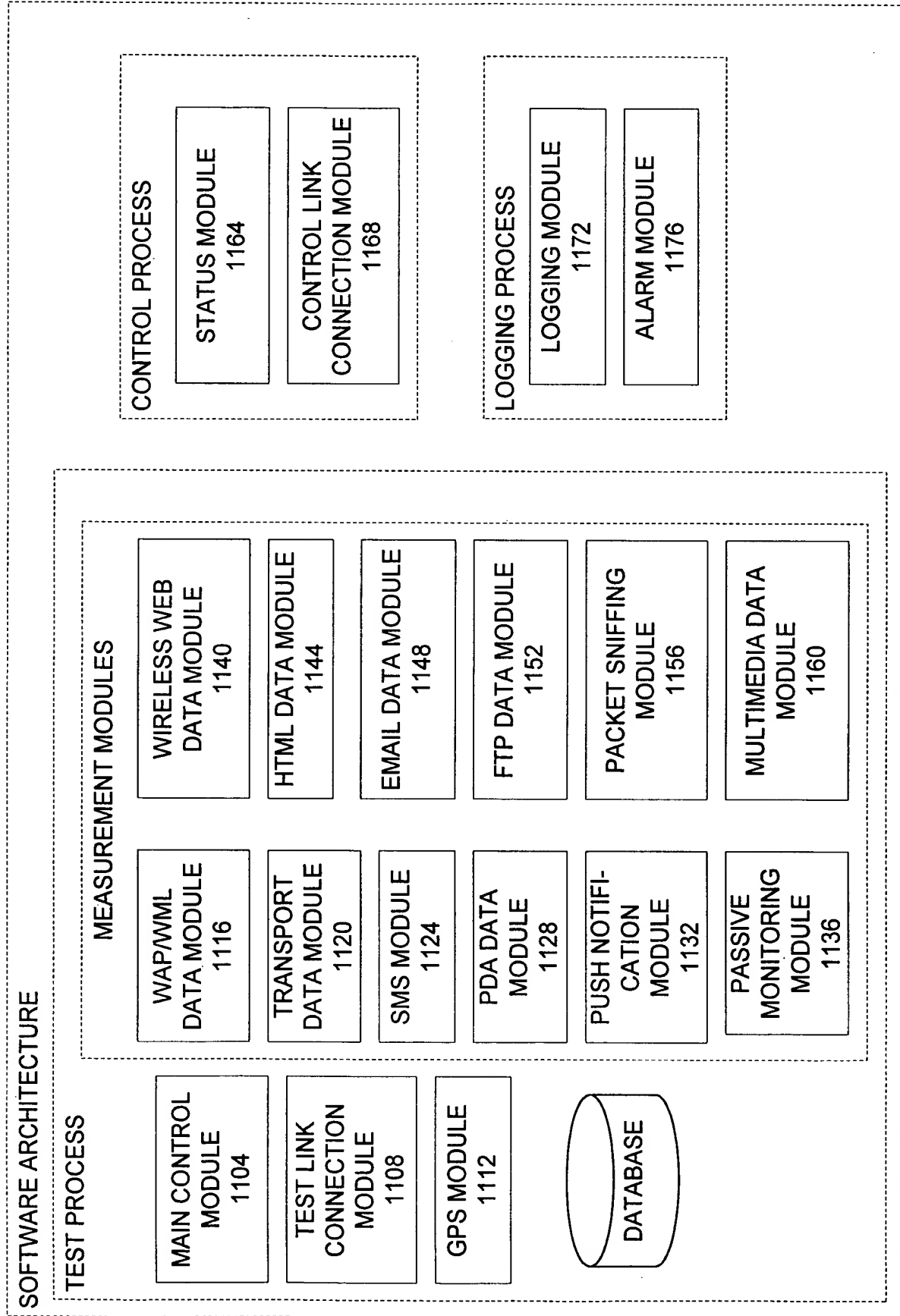


FIG. 11

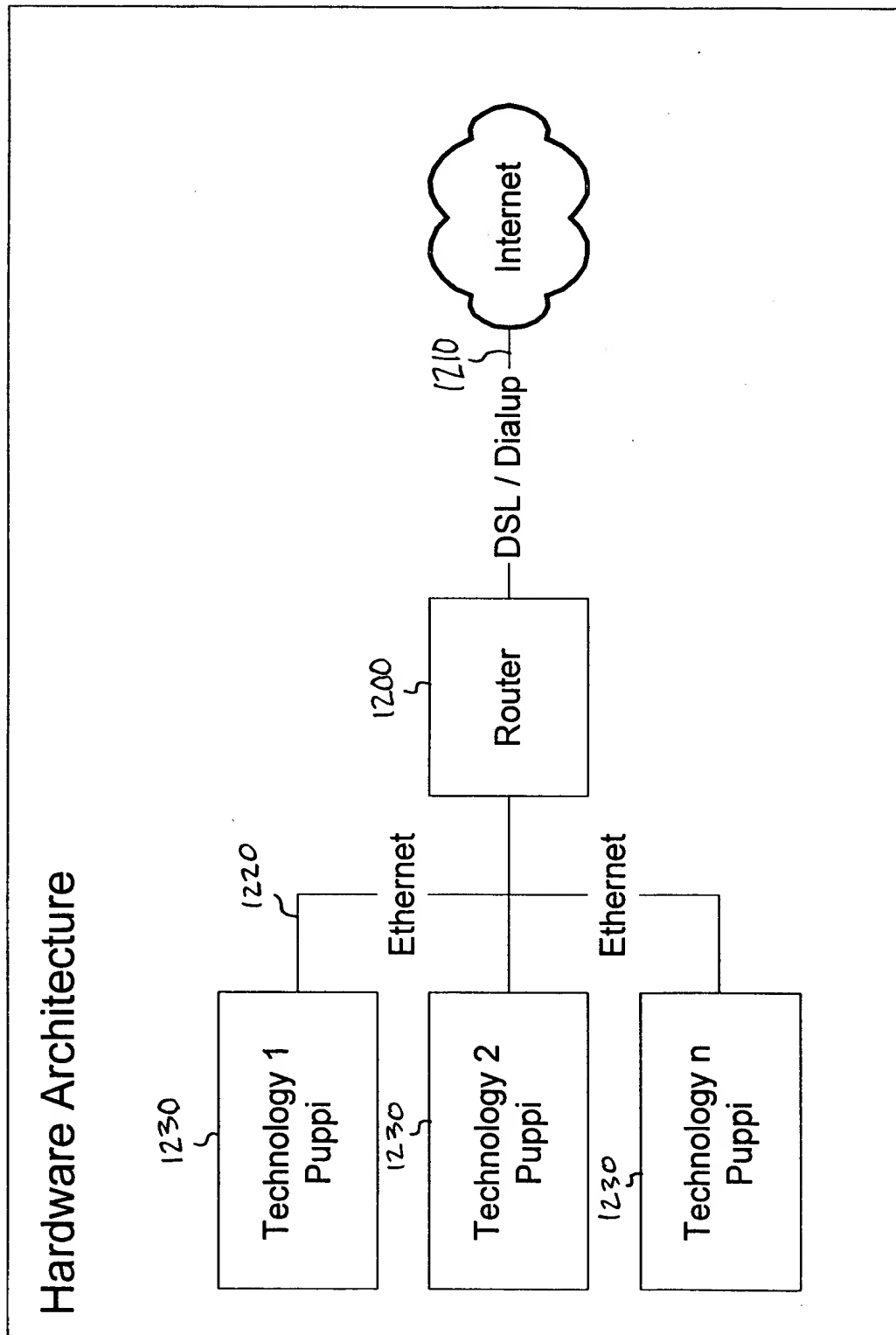


FIG. 12

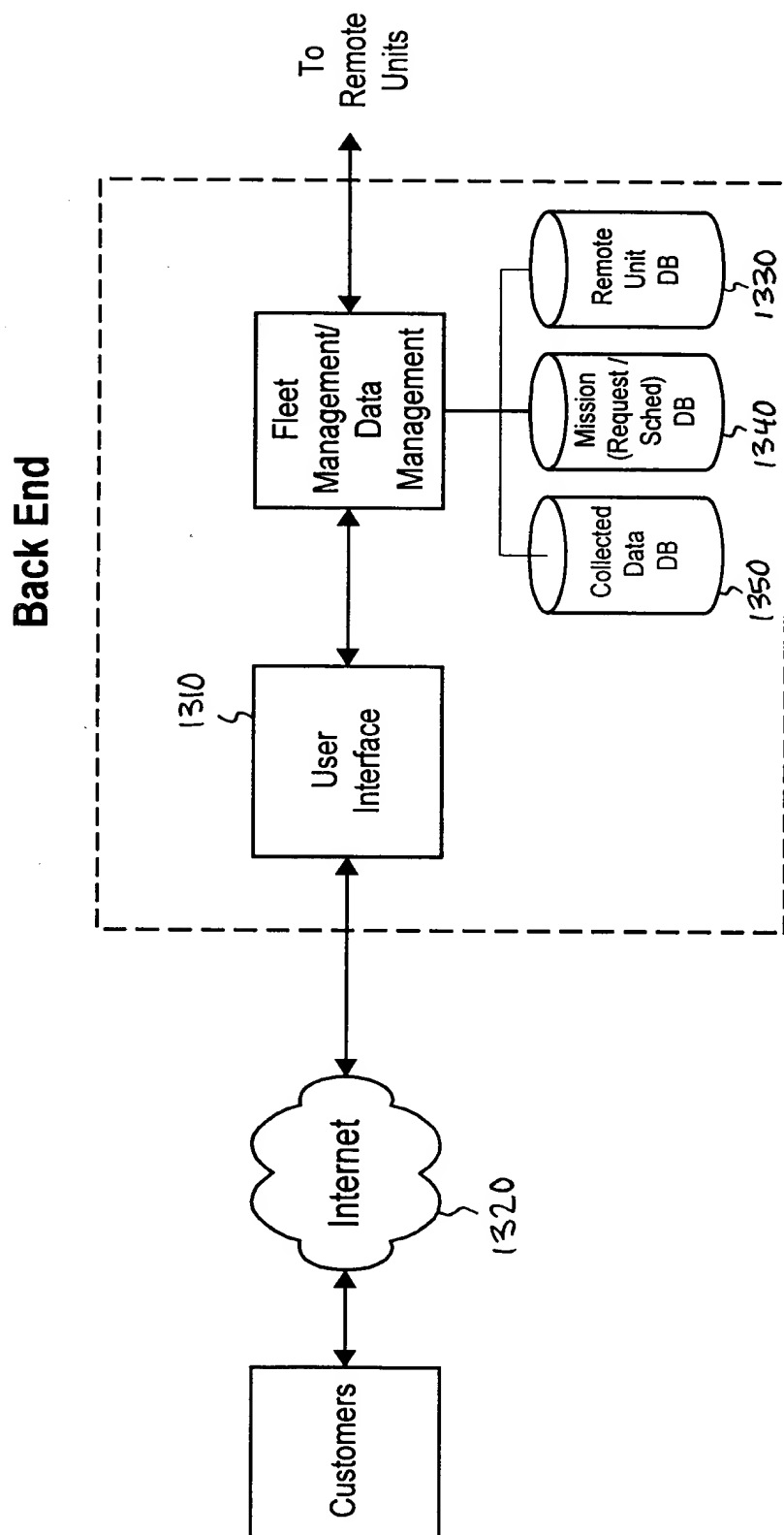


FIG. 13

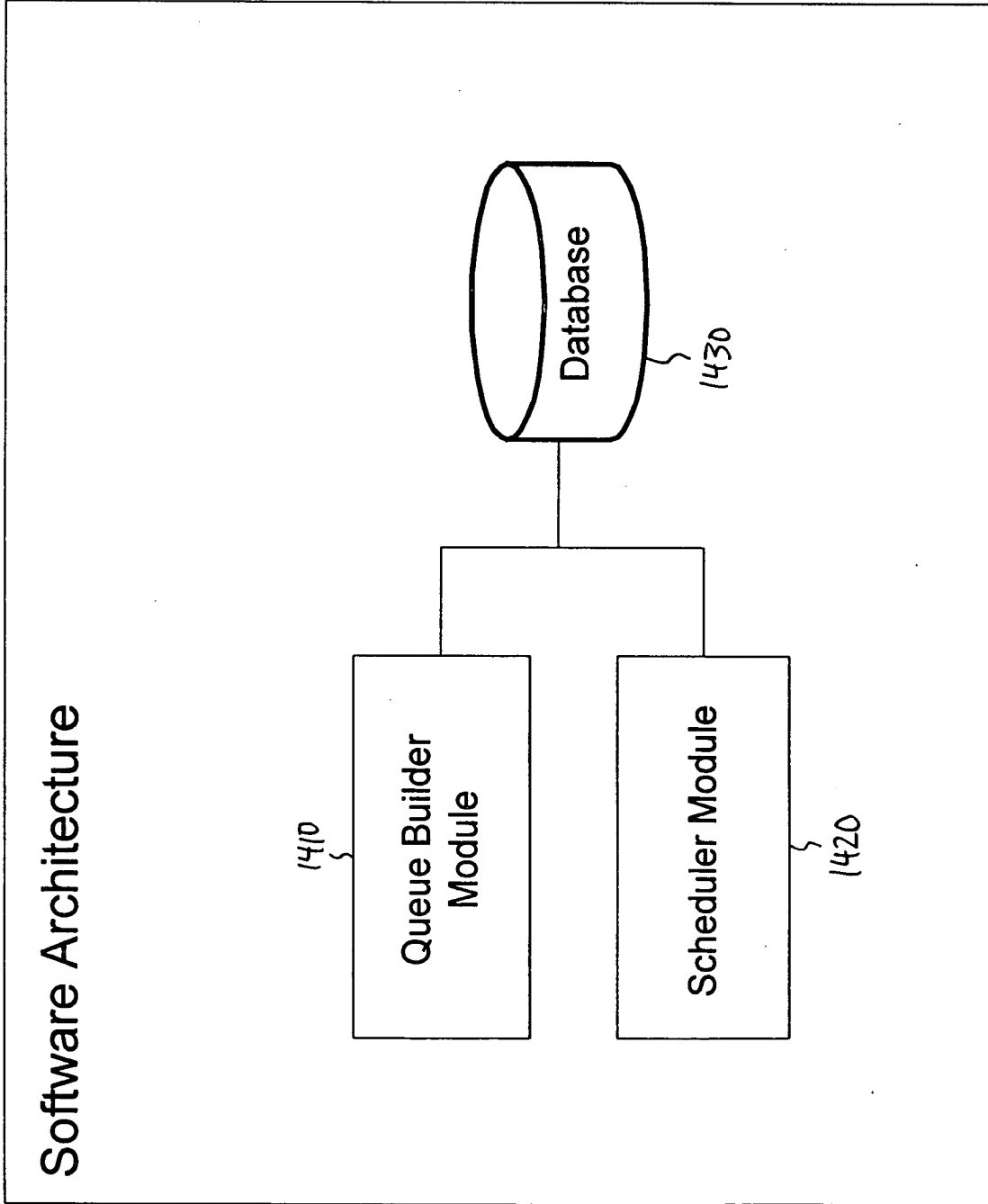


FIG. 14

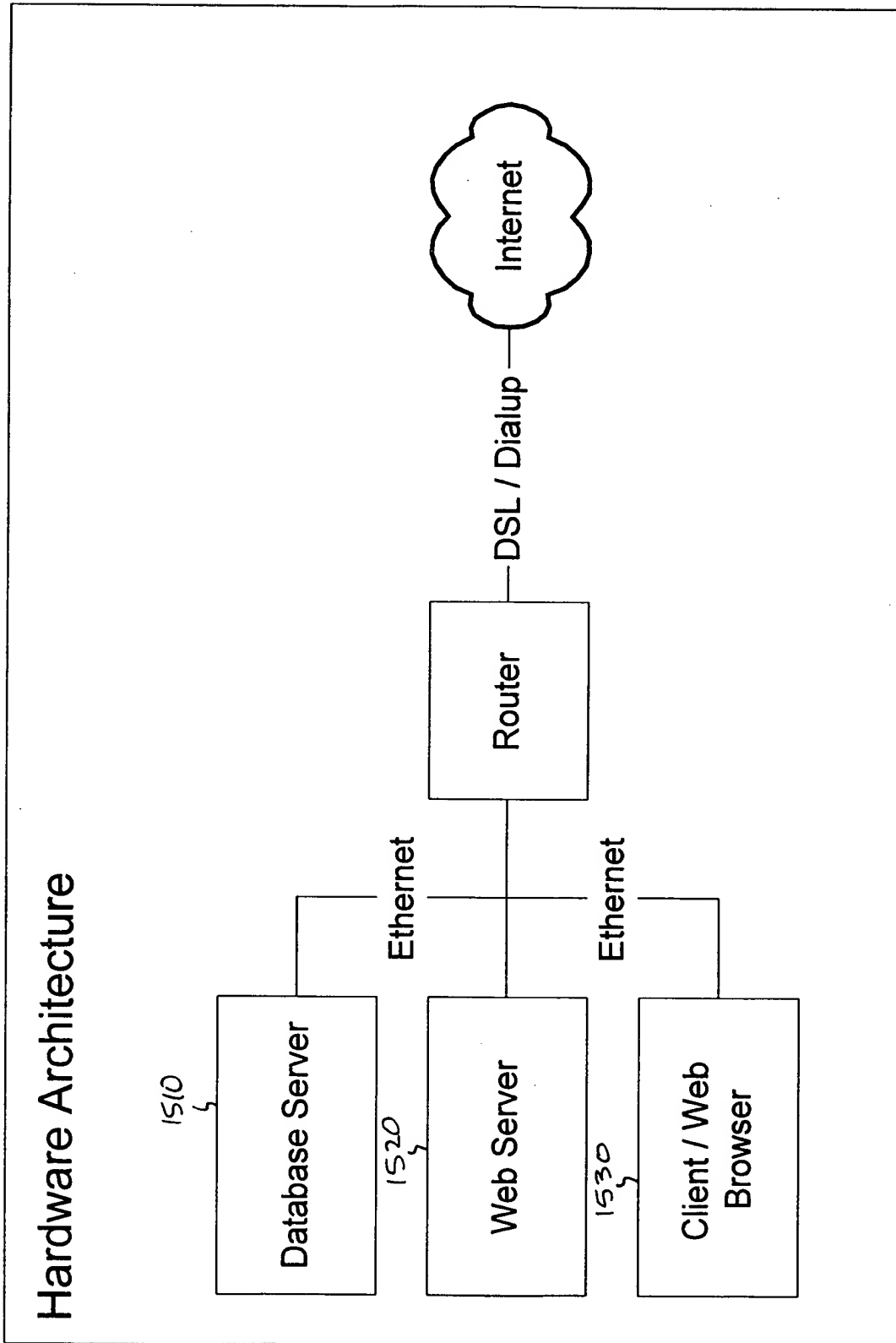


FIG. 15